

**Ākonga Complaint Investigation and Decision Report**

The purpose of this form is to create an internal record of the following information regarding a ākonga (student) complaint:

1. the investigation facts, actions and recommendations
2. decisions made and reasons for those decisions
3. any ongoing areas of concern and how those are planned to be addressed

The information collected on this form will be managed in accordance with Unitec’s [Privacy Policy and Procedures](https://www.unitec.ac.nz/about-us/unitec-policies).

This form should be read in conjunction with Ākonga Concerns and Complaints Policy and Ākonga Complaints Procedure.

### PLEASE NOTE:

### It is important that all fields in this form are completed

* Part A to be completed by the investigator
* Part B to be completed by the Executive / Head of School / Manager responsible for resolving complaint and decision making.

### A. Investigation report (to be completed by the investigator)

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| --- | --- | --- | --- |
| **Complainant (Student ID Number)** | *ID No* | **Date complaint received** |  |
| **Executive / Head of School/**  **/ Manager responsible for resolving complaint** | *Name, role and network/pathway or department:* | **Name of investigator** |  |
| **Nature of complaint** | **Course or programme**  **Enrolment or admission decision**  **Ākonga (student) behaviour**  **Kaimahi (staff) behaviour**  **Administrative systems, services, or decisions**  **Te Pūkenga compliance with the Code of Practice 2021**  **Access to regulations, policy, or procedures that affect ākonga**  **Other (please specify)** | | |
| **Brief outline of original complaint** |  | | |
| **Investigation process:**  **Key actions and/or meetings and topic discussed/resolved** | | **People involved** | **Date (s)** |
|  | |  |  |
| **Findings: Key facts identified and evidence/source of facts** |  | | |
| **Should the complaint be upheld or partly upheld & why?** | *‘Upheld or ‘Partly upheld’’ means based on your findings you substantially agree the complaint was justified.* | | |
| **Recommended outcome / remedy** |  | | |
| **Area/s of concern identified during investigation** |  | | |
| **Recommended action/s to address/improve the concern within Unitec** |  | | |

### B. Decision Report (to be completed by the Executive / Head of School / Manager)

|  |  |
| --- | --- |
| **Decisions about upholding complaint and reasons** | *Did you decide to follow the recommendations above about upholding or not upholding the complaint?* |
| **Decision about outcome or remedy** |  |
| **Date decision notified to all parties** |  |
| **Area/s of concern** |  |
| **Action/s that will be taken to address/improve the concern within Unitec** (include which role or team will ‘own’ each action) |  |
| **Has the Ākonga (student) been retained in your programme?** | *Yes or No? If ‘No’ why?* |

Once the complaint is closed, please attach and email this report to [studentcomplaint@unitec.ac.nz](mailto:studentcomplaint@unitec.ac.nz) together with any associated forms or letters like the notification decision letter unless those have already been sent/cced to this email address.