Formal Complaints Process for students

when informal resolution fails or is not suitable



Complete the Notice of Formal Complaint form* and email to studentcomplaint@unitec.ac.nz



Within 3 working days
- You will receive an email
that your complaint
has been registered.



 the person investigating will contact you and may arrange to meet with you and from then on provide weekly updates.

Within 6 working days



We encourage you to bring a **support person** to any meetings.



You will receive a decision about your complaint. If you are unhappy with the outcome you can choose to **appeal** it*.



We aim to get a decision to you within 30 days of your complaint being registered and we will let you know if it is likely to take longer



