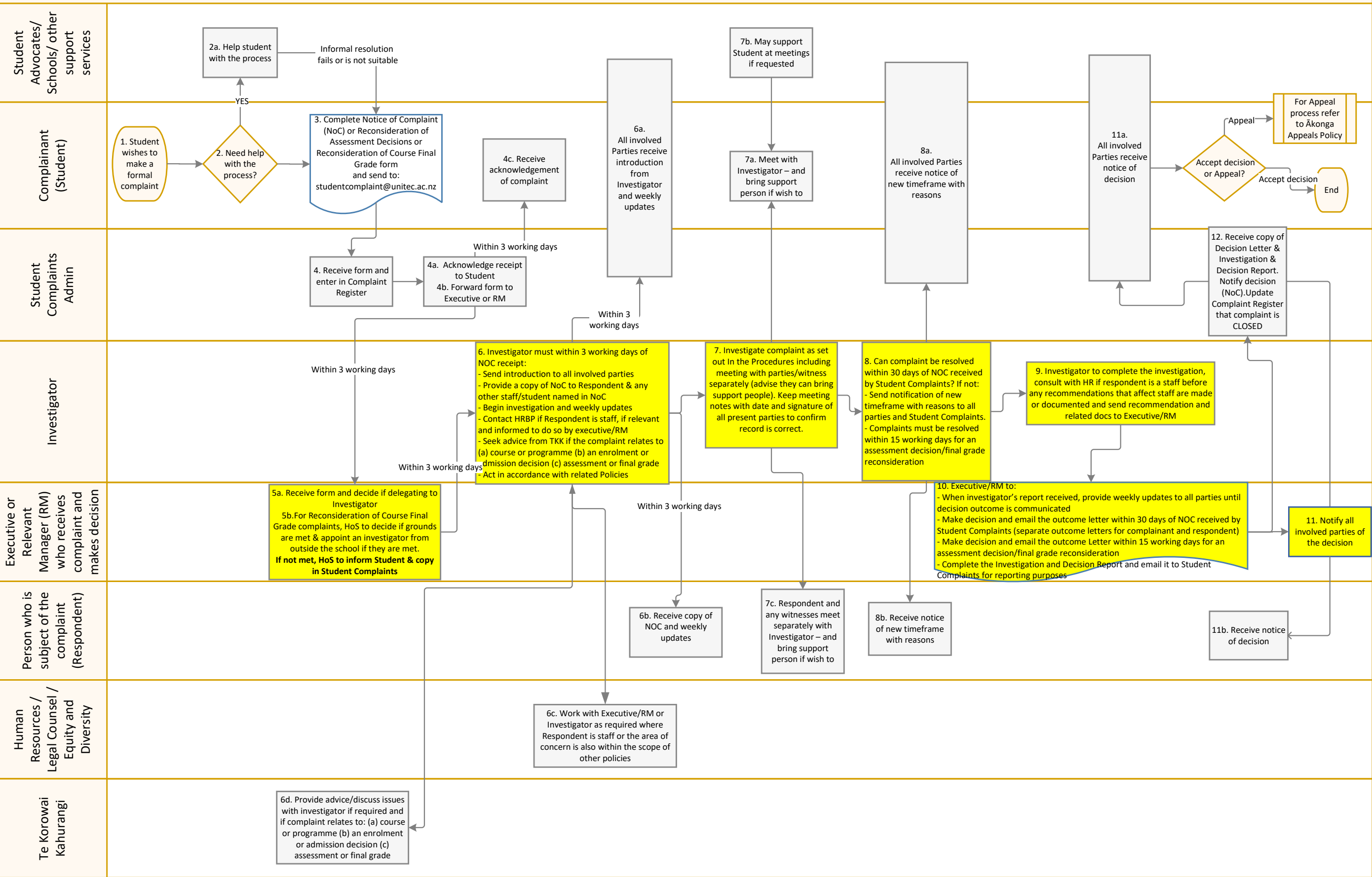


Formal Complaints Process Flowchart – in accordance with Ākonga (student) Complaints Procedures – last updated 15/07/2024



NOTE: - This flowchart outlines main steps for key roles within the FORMAL complaints procedure within the scope of Ākonga Complaints Procedures, for the INFORMAL complaints process see guidance on the Unitec Policies page.

Complaints made beyond 21 days of the incident or issue may only proceed at the discretion of the relevant executive.

Keep Advocate, International or other support groups/people informed if they helped initiate process

New timeframes are notified to all parties including studentcomplaint@unitec.ac.nz