



SECTION 1 - COMPLAINANT  This section is to be completed by the complainant or a support person. Please indicate			
by ticking the appropriate box below:			
Form completed by: Complainant Support person			
COMPLAINANT'S DETAILS			
Complainant's Surname:			
First Names:	Preferred Name:		
Address			
Phone	Mobile		
	Modific		
Email			
Programme enrolled in:  SUPPORT PERSON'S DETAILS (If application is being co	ampleted on hehalf of complainant)		
Support Person's Surname:	impleted on behalf of complainant).		
First Names:	Preferred Name:		
Address			
, redices			
Phone	Mobile		
Email			
NATURE AND DETAILS OF THE COMPLAINT:			

IDEAL OUTCOME FOR THE COMPLAINANT:
IS A KAUPAPA MAORI FACILITATED PROCESS DESIRED?

Complainant's Signature:	Date:
Support Person's Signature:	Date:
OFFICE USE ONLY SECTION 2 - RECIPIENT OF COMPLAINT	
This section is to be completed by the person who receives the complaint by ticking the appropriate box below:	. Please indicate
Received by: Faculty Leader Executive Dean Comple	aints Officer
Name:	
Position:	
Date complaint received:	
Signature:	Date:
CHECKLIST  Form completed and signed  Copied to the Complainant/Executive Dean/Complaints Officer/Fact  Acknowledgement letter sent to complainant  Complaint recorded in register	ulty Leader
<b>SECTION 3 - RESOLUTION AND RECORDING PROCEDUI</b> Initiate and report on investigation. The Faculty Leader or Executive Deal venues of all meetings, who is present at the meetings, the actions taken previous meetings.	are to keep a written record of the dates, times and
Date:	
Action agreed:	
Action taken:	

COI	ne:
olu	tion:
	PY OF THESE RECORDS MUST BE SENT TO THE COMPLAINTS OFFICER IMMEDIATELY AFTER E
	Letter sent by Faculty Leader to complainant communicating resolution
1	Letter copied to Executive Dean/Complaints Officer Resolution noted in register