

## AC10 - Complaint Form

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| Date First Approved: | September 2016 |
| Approved By:         |                |
| Version Number:      | 3              |
| Review Date:         | July 2017      |

Before making a formal complaint, you should first read AC08 - Concerns and Complaints Policy and Procedure available at the NZIBT office, or in the Complaints and Appeals Section of your Student Handbook or on the website [www.nzibt.ac.nz](http://www.nzibt.ac.nz)

In the first instance you should make every effort to resolve a concern by using a direct and informal approach to the individual concerned wherever possible. If a complaint includes allegations about another individual, that person will be provided with a copy of all relevant documentation, including a copy of this completed complaint form. Please note that there is another policy to deal with Student Academic Misconduct – refer to AC09 – Student Misconduct Policy and Procedure.

Delivery of your completed Complaint Form via ONE of any of three methods below:

1. In person to the NZIBT office, Room HUD138, Hudson Building, Lincoln University in a sealed envelope, Attention: Chief Executive and marked "Complaint – Confidential"
2. Posted to NZIBT, PO Box 85055, Lincoln University, Christchurch 7647, New Zealand – Attention: Chief Executive and marked "Complaint – Confidential"
3. Emailed to the Chief Executive - [john@nzibt.ac.nz](mailto:john@nzibt.ac.nz)

*NOTE: In the event the complaint is about the Campus Manager please send your complaint form to the above postal address for the attention of the Chairman of the Board and marked "Complaint – Confidential".*

### YOUR DETAILS

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Full name:

Student ID (if applicable):

### YOUR CONTACT DETAILS

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Street Number and Name:

Suburb:

Town/City:

Country:

Telephone:

Email:

Cell Phone:

**DESCRIBE YOUR COMPLAINT (ATTACH ADDITIONAL PAGES IF NECESSARY)**

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**WHAT STEPS HAVE YOU TAKEN TO RESOLVE YOUR COMPLAINT?**

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**WHAT WOULD YOU LIKE THE OUTCOME TO BE?**

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Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Office Use Only

Date Received: \_\_\_\_\_

File Number: \_\_\_\_\_

Received by: \_\_\_\_\_