

# Formal Complaints Procedure

## Formal Complaint Form

Formal Complaint Forms are available from the Registrar; the form should be given back to the Registrar in an envelope marked "Student Complaint: Confidential". The complaint must be detailed fully in writing to the Equippers College Principal, stating:

- Nature of the complaint.
- Date, circumstance, if applicable.
- That direct reconciliation was attempted (if applicable).
- Proposed remedy/course of action

## Acknowledgement

The student will receive a written acknowledgement that your complaint has been received within 3 working days.

## Resolving the issue

The college will attempt to resolve the issue within 20 days of complaint being given. Upon resolution the student will be given written notice detailing the outcome.

## External Authority

If the student is not satisfied with the outcome, they are able to lodge a formal complaint with NZQA (see student handbook for further detail).