

**Learner Complaint Form**

*You should attempt, in the first instance, to resolve any concern by using a direct and informal approach to the individual concerned wherever possible. Your eCampus NZ (part of Te Pūkengā's Open Polytechnic business division) Student Advisor can also assist in resolving concerns.*

If your 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.

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| **NAME:** |  | |
| **DATE:** |  | |
| **COURSE TITLE:** |  | |
| **ADDRESS:** |  | ☐ |
| **CONTACT NUMBER:** |  | ☐ |
| **EMAIL:** |  | ☐ |
| PLEASE TICK YOUR PREFERRED CONTACT OPTION | | |
| **COMPLAINT DETAILS** (Please include names of anyone you have already spoken to regarding the complaint)*. Attach additional pages if necessary*. | | |
|  | | |
| **WHAT STEPS HAVE YOU TAKEN TO RESOLVE YOUR COMPLAINT?** | | |
|  | | |
| **WHAT IS YOUR DESIRED OUTCOME?** | | |
|  | | |

**THANK YOU**

Please email completed Complaint Form to: Ali Hughes, Learner Experience & Success Manager [ali.hughes@tanzecampus.com](mailto:ali.hughes@tanzecampus.com)

***Office Use Only***

*Date Received*

*File Number*