Appendix 1: Otago Polytechnic Business Division

Ākonga/Learner Formal Complaint Form

The concerns and complaint process is managed, recorded, and reported by Otago Polytechnic Business Division of Te Pūkenga (OPBD) Te Kaihāpai acting in the role of OPBD Complaints Officer in accordance with the policy [Te Pūkenga Kaupapa-here | Ākonga Concerns and Complaints Policy - Otago Polytechnic](https://online.op.ac.nz/about-us/governance-and-management/policy-library/te-pukenga-kaupap-here-akonga-concerns-and-complaints-policy/). Please read this policy carefully.

Concerns can often be resolved using a direct and informal approach to the individual concerned and we encourage this wherever possible. Your lecturer, Programme Lead, Student Success or OPSA can support you in this. If you cannot resolve your concern, you may choose to make a formal complaint using this form.

You can lodge this complaint in person or in writing to a kaimahi (staff member) or directly to the business division Complaints Officer [complaints@op.ac.nz](mailto:caroline.terpstra@op.ac.nz) normally within 21 days of the incident or issue.

Complaints about kaimahi/staff are referred to People, Culture and Wellbeing; employment decisions are not shared with ākonga/learners due to privacy obligations.

All parties are entitled to an advocate and support at all steps in the concerns and complaints process. You may also withdraw your complaint at any time.

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| --- | --- |
| **Name** |  |
| **Ākonga/Learner ID number** |  |
| **Email address** |  |
| **Phone** |  |
| **Address** |  |
| **Preferred Contact Method**  **(Email, phone, mobile, other)** |  |
| **Programme of Study or Qualification** |  |
| **Describe the details of your complaint:**  **Include dates, locations, names, what was said and by whom.**  **Is this a repeated incident? If 'Yes' please provide further detail.** |  |
| **Please describe how you have already tried to resolve this complaint.** |  |
| **Do you have a disability or language barrier that could affect your understanding of this process?** |  |
| **Do you require a support person present when discussing your complaint?** |  |
| **Please describe how you think your complaint can be resolved (outcome sought).** |  |

N.B. As part of an investigation into your complaint, you will be asked if you agree to share details of this complaint with the other party involved.