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## Student Complaint Form

Before completing this form please ensure that you have read and understand the NZAvAc Grievance Policy. The policy details some of your rights that you may not be aware of, it also provides contact details for Escalation purposes if required.

The policy is available from either your training agreement or from the Manager - Student Services.

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### Section 1. Your Details

You must provide this information in order for NZAvAc to consider your complaint. If the complaint is from a group of students, please identify the primary contact person and their contact details.)

<b>Name</b>	
<b>Address</b>	
<b>Email Address</b>	
<b>Mobile Number</b>	

Are you an international student?

- Yes  
 No

If Yes, what is your nationality as shown on your passport?

### Section 2. Complaint Details

Write the details of your complaint as clearly as possible below. Try to give specific examples that support your complaint and provide facts such as dates, times and places. If you have attempted to resolve this previously provide details of that here. Attach extra pages if necessary.

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What is your Desired Outcome?


### Section 3. Supporting Documents

Attach any documents that support your complaint and list these below. Depending on the nature of your complaint you could include copies of the provider's response to your complaint, other correspondence regarding the complaint, notes from meetings, publicity material, receipts etc.


## Section 4. Authorisation

You must sign this in order for NZAvAc to consider your complaint. Please tick the relevant boxes and sign below.

<input type="checkbox"/> Yes <input type="checkbox"/> No	I confirm that I have raised this with the relevant member of staff in an attempt to resolve this complaint.
<input type="checkbox"/> Yes <input type="checkbox"/> No	I authorise NZAvAc to contact all mentioned parties.
<input type="checkbox"/> Yes <input type="checkbox"/> No	I authorise NZAvAc to release a copy of this form and supplied documents.
<input type="checkbox"/> Yes <input type="checkbox"/> No	I authorise NZAvAc to investigate my complaint.
<input type="checkbox"/> Yes <input type="checkbox"/> No	I am aware of the options available to me should I choose to escalate this problem externally.

<b>Your Signature</b>	
<b>Date</b>	

## Section 5. For NZAvAc Use Only

<b>Date Received</b>	
<b>Complaint Number</b>	
<b>File Number</b>	