**Tauira Complaints Appeal Form**

If you are dissatisfied with the outcome of your complaint, you may formally appeal it by completing and submitting this form.

The Quality and Audit Team based in the Wānanga’s Head Office in Te Awamutu handles tauira complaint appeals. They will receive your appeal form and conduct an enquiry into the investigation of your complaint.

An appeals enquiry does not reinvestigate the issue you originally complained about. Its focus is determining if your complaint was dealt with in a fair, timely and thorough manner.

Your appeal application will be considered at the next available monthly meeting of Te Rautiaki Mātauranga (TRM) – the Academic Board of Te Wānanga o Aotearoa, along with a report by the Quality and Audit team on its enquiry into the handling of your complaint. If TRM decides your appeal is upheld, your complaint outcome will be reviewed and may be revised.

**Submitting this form:**

Save this form in your Word documents, fill it in and email it to appeal@twoa.ac.nz. You will receive an acknowledgment email from Quality and Audit confirming your form has been received.

**Deadline: This form must be submitted no later than 20 working days from the date of the letter informing you of the outcome of your complaint.**

**Your TWoA student ID no.**

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**Your last name**

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**Your first name**

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**Your contact phone no.**

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**Your contact email**

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**Your full postal address**

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**What is the reference number of your original complaint? (It is stated on all correspondence you received from TWoA about your complaint e.g. TC2016/999)**

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**What are your reason(s) for requesting an appeal? Please be as specific as possible:**

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**What outcome(s) are you seeking? Please be as specific as possible:**

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**In submitting this form, I confirm the information I have provided is true and correct to the best of my knowledge.**

**Date**

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