**Tauira Complaints Appeal Form**

If you are dissatisfied with the outcome of your complaint, you may formally appeal the outcome.

You can do this by completing and submitting this form.

Please be aware the appeals enquiry process does not reinvestigate the complaint. The focus of the process is to determine if the complaint was dealt with fairly and thoroughly by Te Wānanga o Aotearoa.

If the enquiry finds significant grounds to indicate the complaint was not dealt with fairly and thoroughly, the original complaint outcome will be reviewed and may be revised.

**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 will have received from TWoA about your complaint e.g. TC2016/999)**

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**What reasons do you have for requesting an appeal? Please be as specific as possible:**

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By ticking this box OR signing this form I confirm the information I have provided is true and correct to the best of my knowledge.

Tick box

**Or** sign:

…………………………………………………………………………….…………………………..

(Tauira signature)

**Date:**

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**Submitting this form:**

You can save this form in your Word documents, fill it in and email it directly to the National Tauira Success Team in Hamilton at [tauira.complaints@twoa.ac.nz](mailto:tauira.complaints@twoa.ac.nz) This is the preferred, safest and quickest option.

**OR**

You can print the form, fill it in and post it to:

**National Tauira Success Team**

**Te Wānanga o Aotearoa**

**PO Box 6076**

**Hamilton 3245.**

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| **For NTST use only**  Received SSNO:  Sent to Appeals Enquiry kaimahi:   * Original complaint and outcome letter attached |