**Tauira Complaints Form – for INDIVIDUAL complaints**

There is another form for group complaints (i.e. two or more complainants) on the Student Complaints page on the TWoA website.

**Your TWoA student ID number**

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**Your last name**

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**Your first name**

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**Your contact phone number**

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**Your contact email**

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**Your postal address**

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**What is the full name and level of the programme you are enrolled in?**

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**Where is the programme based e.g. campus, site etc?**

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**What are the details of your complaint?**

Please be as **specific** as possible. If it’s about a specific incident involving a specific staff member please state the name of the staff member, the time and date of the incident, the place the incident happened and describe what happened.

If it’s about an unsatisfactory experience with something at the Wānanga e.g. enrolment, teaching, support services, facilities, graduation etc. please describe where, when, how have you had this unsatisfactory experience.

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**Did you do anything to try and resolve the issue yourself? i.e. did you communicate your concerns to the person (or people) you have the issue with?**

**Yes / No**

**If yes, what happened?**

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**How has this situation affected you, your relationship with the Wānanga, the quality of your learning experience etc.?**

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**What outcome are you seeking? i.e. what would you like the Wānanga to do to make things right for you? (Please be specific)**

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**Date**

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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)

**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**  Tauira Complaint Reference no. TC  Received NTST:  Sent to takiwā / HO wāhanga:  Due date for resolution: |