



WELLPARK
College of Natural Therapies

FORMAL COMPLAINTS FORM

This form should be used where issues which are not able to be resolved directly through your Programme Leader/Direct Manager. General issues are best dealt with directly with the affected parties involved as soon as possible.

Steps

- a) Fill in this form and either hand the form to Reception in a sealed envelope or email this directly to adminmanager@wellpark.co.nz
- b) Notification that your complaint has been received will be emailed to you within 3 working days.
- c) Your complaint will be reviewed by the Management Team. At this stage you may be asked for further details, and investigations will be undertaken. In some instances communication and clarification with others may be necessary, if you specifically do not wish a person to be communicated with please state this in your complaint.
- d) If you are not happy with the outcome you may wish to take the matter further, the steps of which are outlined on the Complaints Policy on the college website and student notice board.

STUDENT/STAFF NAME: STUDENT ID:

PROGRAMME NAME (ie. Diploma of Nutrition):

CONTACT NUMBER(s):

EMAIL:

ISSUE:
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SUGGESTED SOLUTIONS:
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I have attached documentation if appropriate

Student/Staff Signature: Date:/...../.....

For administration use only

Details and Findings

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Outcome of investigation

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Name..... Signature..... Date:/...../.....

- * Records stored on the server and SMS
- * Record on Management Issues Spreadsheet
- * Communicate outcome to Complainant