



Wellpark College
Leading Natural Therapies

FORMAL COMPLAINT FORM

This Form should be used for issues that were not able to be resolved directly through your Programme Leader/Direct Manager. Generally, issues are best dealt with directly with the affected parties involved as soon as possible.

Steps

- a) Complete this Form and either hand to Reception in a sealed envelope, or email directly to collegeadministrator@wellpark.co.nz
- b) Notification that your complaint has been received will be emailed to you within 5 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 Wellpark College website and Student Notice Boards.

STUDENT/STAFF NAME: **STUDENT ID:**

PROGRAMME NAME (e.g. 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:**/...../.....

ADMINISTRATION USE ONLY

DETAILS AND FINDINGS:

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OUTCOME OF INVESTIGATION:

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Name Position

Signature Date/...../.....

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