



Formal Complaint

Complete this form to submit a formal complaint if your grievance or concern has not been resolved informally. NZEET endeavours to address and resolve all complaints within a reasonable time frame – usually within 21 working days. The complainant may be asked for additional information and may be required to attend meetings as part of the investigation and resolution process.

What is your complaint related to?

- ☐ A staff members behaviour
- ☐ Teaching and assessment
- ☐ Facilities/the training environment
- ☐ Administration
- ☐ Another learner in your training session

Please describe, in details, what happened:

On what date / time did this take place:

mm/dd/yyyy

Time e.g. 1300

What have you done to resolve the grievance, before submitting an official complaint?

What resolution or outcome would you like to see?

Name:

First

Last

Contact Phone Number

Email

Declaration

- ☐ I understand that if the complaint is related to a staff member or learner, they will be informed of the complaint.
- ☐ I understand that I may be asked for additional information and may be required to attend meetings as part of the investigation and resolutions process.
- ☐ I confirm that the information I have supplied is true and correct to the best of my recollection.

Signed

New Zealand Equine Education Trust
PO Box 459
Christchurch 8140