



## 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

*If you are not satisfied by the outcome of our complaints process, you may be able to raise your concerns externally. The New Zealand Qualifications Authority's [website](#) provides useful information about the avenues available to you.*