

Notification of Problem or Complaint



Ara Institute of Canterbury Limited (Ara Ltd) Please refer to the policy 'Raising Problems or Complaints'. This form is available from any Department or Section or from the Complaints Coordinator or the Student Advocate or from the Corporate Policies and Procedures Manual on the Ara Ltd website www.ara.ac.nz. Problems or complaints should be raised first directly with those concerned.

Date Submitted	
Your Name	

Please indicate whether you are a student or member of the public by ticking the box below and supplying the information requested

Relationship to Ara Ltd	<input type="checkbox"/> Student -	Ara Ltd Student #:	
	<input type="checkbox"/> General public -	Relationship to Ara Ltd:	

Please provide the contact details below, and tick your preferred option

<input type="checkbox"/> Post	complete postal address:
<input type="checkbox"/> Phone	daytime phone #:
	evening phone #:
<input type="checkbox"/> E-mail	e-mail address:

- This is an informal matter* (if no, leave blank)
- I would like this complaint to remain anonymous (if no, leave blank)
- I give you permission to discuss my complaint with the relevant named or un-named individuals indicated/linked to this complaint (if no, leave blank)
- I reside at Otautahi House (if no, leave blank)

Explanation of problem or complaint [attach further details on another page if needed]

Outcome sought

Names of anyone at Ara Ltd you have already contacted about this problem or complaint

*Ara will log the information about this informal problem or complaint, however it will not be taken through the standard formal process.

Signed: _____

Date: _____

Send form to:

Hayley Devoy (Complaints Coordinator)
Ara Ltd
City Campus: Madras Street
PO Box 540
Christchurch 8140
(Phone: 03 940 6084)
Hayley.devoy@ara.ac.nz

For Ara Ltd Use	
Date Received	
Contact Person	
Complaint Ref#	