

# Notification of Problem or Complaint



Ara Institute of Canterbury<sup>1</sup> [ara](http://www.ara.ac.nz) 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 website [www.ara.ac.nz](http://www.ara.ac.nz). Problems or complaints should be raised first directly with those concerned.

**Date Submitted**

**Your Name**

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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**

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

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

**Post**

**Phone**

**E-mail**

complete postal address:
daytime phone #:
evening phone #:
e-mail address:

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

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**Outcome sought**

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

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<sup>1</sup> From herein referred to as Ara

**Send form to:**

Hayley Devoy (Complaints Coordinator )  
Ara  
City Campus: Madras Street  
PO Box 540  
Christchurch 8140 (Phone: 03 940 6084)

For Ara Use	
Date Received	
Contact Person	
Complaint Ref#	