

Formal Student Complaint About a Provider or Tutor



*Before submitting a *complaint, STS encourages you to review the Complaints Procedure in the handbook to understand the process.*

1. Your details

Name:

Contact phone number:

Email address:

2. Complaint details

Write the details of your complaint as clearly as possible below. Try to give specific examples that support your complaint and provide facts such as dates, times and places. Attach extra pages if necessary.

What is your desired outcome?

Yes

No

I have read and understand STS complaints procedure.

*complaint – a written expression of serious concern or dissatisfaction. This may include issues related to service quality, educational processes, or non-compliance with the Code of Pastoral Care.

3. Supporting documents

Attach any documents that support your complaint and list these below. Depending on the nature of your complaint you could include copies of the provider's response to your complaint, other correspondence regarding the complaint, notes from meetings, publicity materials, receipts, etc.

4. Authorisation

You must sign this in order for STS to consider your complaint. Please tick the relevant boxes and sign below.

Yes	No	I confirm that I have attempted to follow the internal complaints procedure of the provider and have given it the opportunity to resolve my complaint before submitting this complaint to STS.
-----	----	--

Yes	No	I have attached a copy of the outcome of my internal formal complaint.
-----	----	--

Yes	No	I authorise STS to proceed with investigating my formal complaint.
-----	----	--

Your signature:

Date:

5. Return to STS

Email your completed form and any supporting evidence to dean@seafoodtrainingservices.co.nz

Office use only

Date of the meeting:

What is the outcome of the meeting?

Meeting needs follow up?

Yes

No

If yes, provide the date of follow up:

(Attach office use only page for follow up)

Signature: