

# 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](http://www.ara.ac.nz). Problems or complaints should be raised first directly with those concerned.

<b>Date Submitted</b>	
<b>Your Name</b>	

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

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

**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**

**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](mailto:Hayley.devoy@ara.ac.nz)

For Ara Ltd Use	
Date Received	
Contact Person	
Complaint Ref#	