

Formal Complaint Form - email quality@connexis.org.nz

Please complete the form with as much information as possible.

Your complaint will be investigated, and an outcome reached within 30 days. You will be notified by email of the outcome.

Name			
Email			
Phone		Date	

Complainant Role	✓	Programme the complaint relates to	✓
Learner		Civil Infrastructure	
Assessor		Water and Waste Water	
Verifier		Electrical Supply	
Employer		Telecommunications	
Tutor		Other (please specify)	
Other (please specify)			

Description of complaint

Provide as much information as possible so that we can fully understand what happened. Include dates and timelines. Please also supply any relevant documents that will help us understand the issue and sequence of events e.g. email communications.

Thank you for bringing this matter to our attention.

Connexis Use ONLY

Date Received		Received By	
Date Complaint Officer Notified		Case No. Assigned	
Assigned to			
List others involved in the investigation			
<p>Summary of Investigation and findings (list steps taken, findings made, and actions implemented.</p> <p>Note any process improvements identified.</p>			

Complainant notified of outcome			
Date		Resolved?	
Notifier (name)		Yes	No
Notes:			