

# Complaint Form

**Introduction**

This form is available online via the [**Yoobee Colleges Academic Student Hub**](https://myacg.sharepoint.com/sites/YoobeeCollegesStudentHub?spStartSource=spappbar&xsdata=MDV8MDJ8Q2hlcnlsLkxpdHRsZUB5b29iZWVjb2xsZWdlcy5jb218NzUzZDk5MjRkMTFiNGQ1OWQ4ZDgwOGRkMzUxZWFlMGV8NmE0MjVkMGQ1OGYyNGUzNjg2ODkxMDAwMmIyZWM1Njd8MHwwfDYzODcyNTEyODA2MDMzODkyMnxVbmtub3dufFRXRnBiR1pzYjNkOGV5SkZiWEIwZVUxaGNHa2lPblJ5ZFdVc0lsWWlPaUl3TGpBdU1EQXdNQ0lzSWxBaU9pSlhhVzR6TWlJc0lrRk9Jam9pVFdGcGJDSXNJbGRVSWpveWZRPT18MHx8fA%3d%3d&sdata=aVBGL1VDOW1OdlZ6dTlxQlQybXFDQVdEUTVHdlhCdGVqUUQ2eldha01BUT0%3d&clickparams=eyAiWC1BcHBOYW1lIiA6ICJNaWNyb3NvZnQgT3V0bG9vayIsICJYLUFwcFZlcnNpb24iIDogIjE2LjAuMTgzMjQuMjAyNDAiLCAiT1MiIDogIldpbmRvd3MiIH0%3D) Sharepoint site. Any kaimahi or Campus Manager can assist you to access the form, or email [complaints@yoobee.com](mailto:complaints@yoobee.com)

When handling ākonga|learner complaints, the organisation and its kaimahi|staff will uphold Yoobee Colleges Ltd (hereafter referred to as Yoobee) organisational principles as defined in the policy.

If you have a complaint about Yoobee, we want to know so we can work with you to resolve your concerns. If you have a complaint about something that has affected you, the Complaints and Appeals Procedure tells you what you can do to raise a complaint, and how Yoobee will handle it. **Please read this procedure in full before you make a complaint.**

If you would like support in understanding these procedures, or to discuss your circumstances or concerns prior to making a complaint, you can contact:

1. your Campus Manager
2. your class representative
3. your kaiako|tutor

Any of these contacts can provide information and are able to discuss options available to you on how to deal with your concerns.

*Please* ***save a******copy of this form****, complete, sign electronically**OR print, complete, sign, and scan this form* ***and***

***email to*** [*complaints@yoobeecolleges.com*](mailto:complaints@yoobeecolleges.com)

**Please complete the following details**

|  |  |
| --- | --- |
| **Date** | Click or tap here to enter text. |
| **Student ID** | Click or tap here to enter text. |
| **Full Name** | Click or tap here to enter text. |
| **Email Address** | Click or tap here to enter text. |
| **Phone Number** | Click or tap here to enter text. |
| **Campus** | Click or tap here to enter text. |
| **Programme** | Click or tap here to enter text. |

**Awareness of Yoobee Procedures -** please indicate, by ticking any of the boxes below, your awareness of Yoobee procedures

|  |  |
| --- | --- |
|  | I have read and understand the Yoobee Complaints and Appeals Procedure document |
|  | I require support to understand the Yoobee Complaints and Appeals Procedure |
|  | I give permission to discuss my complaint with the relevant individuals indicated/linked to this complaint |

**Support** - Please advise your support requirements by ticking any of the boxes below

|  |  |  |
| --- | --- | --- |
|  | I have a support person assisting with this complaint | |
|  | Name and Contact Details | Click or tap here to enter text. |
|  | I would like to know more about Support available | |
|  | I do not require any support | |
|  | Other(*please specify*): Click or tap here to enter text. | |
|  |  | |

# Details of Complaint - detailed explanation of problem or complaint (include as much information as possible)

Click or tap here to enter text.

# Outcome Sought

Click or tap here to enter text.

# Contacts - names of anyone at Yoobee you have already contacted about this problem or complaint

Click or tap here to enter text.

**Signed: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Date:** Click or tap to enter a date.