COMPLAINTS AND CONCERNS NOTIFICATION FORM

Please make yourself familiar with our Complaints Policy and Procedure before completing this document available <insert link>

This complaints form is available also from the Academic Director, Trainers and on our website.

We encourage all complainants to approach, in the first instance, those directly concerned, where possible. Any information provided in this document will be dealt with confidentially and all complaints/concerns raised will be investigated thoroughly.

Date submitted:
Your Name:
Contact details:
Postal address:
Phone number:
Email:

Explanation of problem/concern: *(please include date, duration and location of event/issue. Use another sheet if you need more room and attach it to the back of this document. Include any supporting evidence).*
Outline your desired outcome.

Signed:	
Date:	

Send to: Academic Director 20 Risinghurst Terrace Lower Shotover Queenstown 9304	**For Elite Safety Training Use**	
	Date received:	
	Received by:	
	Complaint log number:	

Students are advised that NZQA has a complaints process available to assist students lodge formal complaints about providers and that there is a formal complaint form to be completed. https://www2.nzqa.govt.nz/about-us/contact-us/complaint/education-provider/.

If a satisfactory outcome is not achieved from the complaint to the Managing Director the student is entitled to lodge a formal complaint directly with NZQA using the correct NZQA procedures and forms (See NZQA Website). If necessary, the Managing Director will provide the student with a copy of the NZQA Complaints process including a copy of the formal complaints form.

The Complaint should be sent to NZQA or via the Study Complaints Website:

- The Complaints Officer
  Quality Assurance Division
  NZQA
  PO Box 160
  WELLINGTON 6140
- Study Complaints Website: www.studycomplaints.org.nz

Document Review Information

Owner	Managing Director
Created	August 2024
Last reviewed	May 2026
Review period	1 year

Record of amendments

Date	Brief description of amendment
August 2024	Initial version review by Elite Safety Training
August 2025	Review by Elite Safety Training – nil changes
May 2026	Updated NZQA links