



Complaint Form

Complaint Guidelines

We apologise for you feeling the need to make a complaint against us. In order for A3K to attend to this swiftly we would appreciate it if you would give as much information as possible by filling out the form below.

Once you have done that you can either email it directly to roera@a3k.co.nz, post it marked “**Confidential**” to A3Kaitiaki Ltd P O Box 9022, St Clair 9057 Dunedin, or hand deliver it to Roera Komene, C/- Arai te Uru Kōkiri Centre 51 Macandrew, South Dunedin 9012.

A Bit About You

Name:	_____	Landline:	_____
Address:	_____	Your relationship with A3K:	_____
	_____		_____
Email Address:	_____	Phone No:	_____

Complaint Information

Who is your complaint about?

When did the incident occur?

Where did the incident occur?

Who was there?

Please describe the details of your complaint:

Your Expectations of Outcome

Please describe what your expectations are in terms of a good outcome for you:

What Happens Now?

I take all complaints very seriously and will endeavor to give this priority. You will receive a receipt of your complaint from our office shortly. Soon after you will expect a call personally from me outlining the process and give you the timeframes, I have set to close the complaint to a satisfactory level.

Kā mihi,

***Roera Komene
Kaihautu/Operations Manager***

For Office Use Only

Date Received: _____ To be managed By: _____

Urgency Rating: _____ Complaint Receipt Sent? _____

Register Entered? _____ Date Action Commenced _____

Investigation to be Completed by: _____ Target date to be Completed by: _____

Investigation Timeframe Met: _____ Completion Target Date Met? _____

Need for Review? _____ File Closed: _____