

Official Complaints Policy

The Waikato Students' Union (Inc) believes that careful and thoughtful consideration should be given to actions and decisions. Inevitably, however, there are occasions when that action or decision will be objected to or disagreed with. Any complaints will be taken seriously and actioned promptly.

The procedure which should be followed is:

- a. The complaint should be addressed in the first instance to the person who made the decision or took the action in question.
- b. Should the matter not be resolved the complaint should be referred to the General Manager who will review the decision or action.
- c. Should there still be no resolution the General Manager will have the complaint put in writing and brought to the attention of the President for a final decision.
- d. The complainant will be advised in writing of the outcome of their complaint as soon as practicable.

David West
General Manager
Waikato Students Union