

Make a formal complaint

How NMIT can help you resolve problems, complaints or disputes

Conflict is an inevitable feature of living and working in an organisational community. When differences arise, NMIT has a number of processes in place for resolving these.

Informal options

We encourage you to take these steps initially to help resolve the issue:

- Talk to the person first, can it be resolved easily?
- If you would like to speak in confidence to someone, please contact the [Learner and Support Services Manager](#) or contact [SANITI\(external link\)](#).
- If the issue is still not resolved and you would like to bring it to the attention of NMIT informally, you can [submit a suggestion](#).

Formal option

Submitting a formal complaint

Firstly, you may wish to review the [Student Problem Resolution Framework\(external link\)](#) to familiarise yourself with your options for resolving the problem.

You can then choose to submit a Complaint. [Download form\(external link\)](#) or submit online using the form below:

Make a formal complaint online

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If you are not satisfied with the outcome of the complaints procedure, you may then take your complaint to [iStudent Complaints\(external link\)](#).

Your full name

Programme name (if applicable)

Postal address

Contact phone number

Mobile number

Your email address

What is your preferred contact option?

Please provide details of your complaint

Please include the names of anyone you have already spoken to regarding the complaint

What outcome are you ideally seeking?

Please be aware that by submitting this form you will begin the formal complaints process, are you sure you want to continue?

Yes, I want to submit a formal complaint

SUBMIT