

Complaints Form

PERSONAL DETAILS - Please print clearly using capital letters in a blue or black pen. Please complete the relevant section fully.

First Name		Last Name	
Permanent Address			
City		Post Code	
Email Address			
Contact Phone			

COMPLAINT - Please state the nature of your complaint.

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COMPLAINTS PROCEDURE

1. Complaint is lodged in writing and to HITO.
2. HITO will acknowledge the complaint within 3 working days.
3. HITO will investigate the complaint as required.
4. Once a decision has been reached, all parties involved will be advised of this in writing.

COMPLAINT APPLICATION CHECKLIST

- ✓ Have you enclosed any supporting evidence towards this complaint?
- ✓ Have you signed and dated this complaint application?

Signature

Date

**SUBMISSION OF COMPLAINTS MUST BE MADE TO [EITHER SUPPORT@HITO.ORG.NZ](mailto:SUPPORT@HITO.ORG.NZ)
OR POST TO HITO COMPLAINTS, PO BOX 11 764, WELLINGTON, 6142**