

# Complaints Form

<b>PERSONAL DETAILS</b> - 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			
<b>COMPLAINT</b> - Please state the nature of your complaint.			

<b>COMPLAINTS PROCEDURE</b>	
<ol style="list-style-type: none"> <li>1. Complaint is lodged in writing and to HITO.</li> <li>2. HITO will acknowledge the complaint within 3 working days.</li> <li>3. HITO will investigate the complaint as required.</li> <li>4. Once a decision has been reached, all parties involved will be advised of this in writing.</li> </ol>	
<b>COMPLAINT APPLICATION CHECKLIST</b>	
<ul style="list-style-type: none"> <li>✓ Have you enclosed any supporting evidence towards this complaint?</li> <li>✓ Have you signed and dated this complaint application?</li> </ul>	
Signature	Date
<b>SUBMISSION OF COMPLAINTS MUST BE MADE TO <i>EITHER SUPPORT@HITO.ORG.NZ</i> OR POST TO HITO COMPLAINTS, PO BOX 11 764, WELLINGTON, 6142</b>	