



Complaints, Feedback, Questions

As an organisation we value your questions and feedback and take any complaints seriously. We believe this helps us to improve what we do.

Here is a brief guide on how to make a complaint or give feedback to us about our work or our team:

1. Identify the issue: Before making a complaint or giving feedback, please be specific and clearly identify the problem or issue that you wish to address.
2. Provide details: When making a complaint or giving feedback, it is helpful to provide as much detail as possible. This includes locations, the date and time of any incident, the names of the people involved, and any other relevant information.
3. Be respectful: While it is essential to express your concerns, please do so in a respectful and professional manner. We take all complaints seriously and will do our best to resolve the issue.
4. Contact us: Once you have identified the issue, the next step is to contact us with the above information. You can do this by sending an email, to skydavies@tet.org.nz. We would like to address your complaint or feedback in a timely manner. All complaints should be made within 14 days of any incident or event.

Providing feedback or making a complaint is crucial in helping us to improve our services. By following the steps above, you can provide us with the necessary information to address your concerns and ensure that we continue to meet your needs.

What will happen after you make a complaint, feedback or question?

You can expect an email within 2 working days acknowledging that we have received your email.

We will look into your complaint and may need to contact you to work through the issue. You should expect a response from us within 1 – 3 weeks. If we need to take longer because, for example, we need to get additional information or professional advice, we will let you know.

