



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

Submission of complaints must be made to *either* support@hito.org.nz or:

HITO Complaints
PO Box 11764, Manners Street
Wellington

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

Signature:

Date:

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