

# Complaint Form



**Nelson Mandela  
Metropolitan  
University**

*Off-Campus Housing Office*

COMPLAINANT DETAILS		
Name & Surname of Complainant:		
Cell Number:		
Email Address:		
Residence Address:		
Complainant room number:		
Date & Time:	DD/MM/YYYY	:
Signature of the Complainant:		

**Nature of complaint(s):**

**Results of Investigation:** *(office use)*

**Action taken:** *(office use)*

**Final Outcome:** *(office use)*

<b>Name &amp; Surname of a person to investigate the complaint:</b>		
<b>Signature of the person investigating complaint:</b>		
<b>Date &amp; Time:</b>	DD/MM/YYYY	:
<b>Name &amp; Surname of the Landlord/Manager:</b>		
<b>Signature of the Landlord/Manager:</b>		
<b>Date &amp; Time:</b>	DD/MM/YYYY	:

**Signature of Accreditation Manager to confirm case closed:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Signature of OCHO Senior Manager to confirm case closed:** \_\_\_\_\_ **Date:** \_\_\_\_\_

### Complaint process

1. Complainant may download the complaint form from the OCHO website (<http://ocho.nmmu.ac.za>) or retrieve the in OCHO offices.
2. Complaint may be submitted by either email to the coordinator or submit the form to OCHO office.
3. Confirmation of receiving the complaint will be sent to the complainant within 24 Hours.
4. The person responsible for investigating the case will carry out the investigation.
5. Resolution of the complaint will be signed by the Accreditation Manager & Senior Manager and be communicated to the complainant.