

**From:** S 9(2)(a) OIA  
**To:** [UC Concerns](#)  
**Subject:** Re: Grievance  
**Date:** Monday, 9 March 2020 9:19:19 am

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Hi Liana,

I can confirm all that. I have asked IT to close the ticket.

Thanks for your assistance.

Regards,

S 9(2)(a) OIA

On Fri, Mar 6, 2020 at 3:35 PM UC Concerns <[xxxxxxxxx@xxxxxxxxxxxx.xx](mailto:xxxxxxxxx@xxxxxxxxxxxx.xx)> wrote:

Kia ora S 9(2)(a) OIA

Can you please confirm that you are now able to access your IT account including your Learn and emails?

Kind regards

Liana

**From:** S 9(2)(a) OIA  
**Sent:** Friday, 6 March 2020 9:46 a.m.  
**To:** UC Concerns <[@..](mailto:@..)>  
**Subject:** Grievance

To whom it may concern,

I wish to lodge a formal grievance in writing.

My name is S 9(2)(a) OIA My student login is S 9(2)(a) OIA. My student number is S 9(2)(a) OIA

I received an offer to enrol in a S 9(2)(a) OIA on Tues 25th Feb and paid my fees on Wed 26th Feb. I discovered my login to Learn did not work on Thurs 27th Feb. I went to the IT helpdesk in the library later that day and a ticket to fix this issue by resetting my password was logged.

The ticket number is S 9(2)(a) OIA

I have been issued several emails to reset the password. They have all failed. IT helpdesk staff have tried to reset my password twice. These attempts have failed as well.

As of the time of writing (the morning of Fri 6th Mar) I have no indication this ticket has been resolved. I have had to follow up in person every day for over a week now. This seems somewhat unusual for a password reset!

I understand there is some deep technical issue "under the hood" here. One of the IT helpdesk people suggested there were chronic issues in resetting the passwords of [REDACTED] S 9(2)(a) OIA [REDACTED] S 9(2)(a) OIA [REDACTED].) However, not being able to login to Learn means I have to ask lecturers and tutors to email me labs and assignments and I cannot view recorded lectures or participate in online discussions. Also, any emails my lecturers are sending to my new UC email are going unread as I cannot login to any UC system.

To put the matter bluntly, I am not getting what I paid for. Hence, I wish to formally record a grievance.

Yours faithfully,

[REDACTED] S 9(2)(a) OIA