

From: Sarai Roper
To: UC Concerns
Subject: FW: S 9(2)(a) OIA Withdrawal
Date: Thursday, 28 May 2020 4:41:00 pm
Attachments: image001.png
Importance: High

Kia ora Liana,

Can you pick this one up as an appeal of my decision to decline a refund under exceptional circumstances (COVID19)?

S 9(2)(a) OIA states in S 9(2)(a) most recent email that S 9(2)(a) tried on numerous occasions to reach on the ICT service desk for support, but it appears S 9(2)(a) may not have managed to get the support S 9(2)(a) was looking for (I can't be sure). S 9(2)(a) course is run through Moodle which we have no access to view, so cannot confirm course engagement.

Heoi anō tāku mō nāianeī

Sarai Roper

Enrolments Team Leader

Student Services | Te Ratonga Ākonga

University of Canterbury | Te Whare Wananga o Waitaha

DDI: 93595 | Level One Matariki

We welcome all feedback on our customer service; please email my manager

xxxxx.xxxxxxxx@xxxxxxx.xx.xx with any comments.

From: LateEnrol <xxxxxxx@xxxxxxx.xx.xx>

Sent: Thursday, 28 May 2020 3:46 p.m.

To: Sarai Roper <xxxxx.xxxx@xxxxxxx.xx.xx>

Subject: FW: S 9(2)(a) OIA : Withdrawal

Sorry Sarai

Would you please help me with this one. Thanks

Ngā mihi/Kind Regards

Kun Li

Enrolments & Fees Advisor

Student Services Centre | Te Ratonga Ākonga | Level 1 | Matariki

Out of Scope

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

Out of Scope

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

Out of Scope

[Redacted text block]

[Redacted text block]

[Redacted text block]

[Redacted text block]

[Redacted text block]

[Redacted text block]

[Redacted text block]

[Redacted text block]

[Redacted text block]

Out of Scope