

GOT A PROBLEM? LET'S GET IT SORTED

If something is making you unhappy talk to someone to help solve the problem.
You can ask a friend or another person to support you.

Problems with
your
homestay or
caregiver

Problems
with your
schoolwork,
teachers,
assessments

Problems
with other
students

Problems
with fees,
refunds,
insurance,
enrolment

Talk to

the International
Student Leader or
Administrator

Talk to

your Whānau
Teacher

Talk to

your Whānau
Teacher

Talk to

the International
Student
Administrator

If you are still not happy talk to the
International Student Leader

Not happy with the outcome? Ask a trusted staff member to help
you approach the Principal or Board of Trustees

If you think the school has not found a satisfactory
solution and is in breach of the Code contact
NZQA: 0800 697 296

Submit a complaint query on the NZQA
website

<https://www2.nzqa.govt.nz/tertiary/the-code/the-code-for-learners/learner-complaints/>

or email risk@nzqa.govt.nz

If your complaint is about fees, contact Study Complaints

<https://www.studycomplaints.org.nz/make-complaint>

