International Complaints Process

Problems with:
Students? Teachers?
Other staff?

Problems with:
Host family?

Your Tutor Teacher
You can bring a friend to support you.

Accommodation Co-Ordinators
You can bring a friend or family member to support you.

No resolution?

International Student Dean
You can bring a friend or family member to support you.

No resolution?

Director of International Students
You can bring a friend or family member to support you

No resolution?

Prepare a complaint in writing.
You can ask a school counsellor to help you.

Principal
Present your complaint to the Principal. You can bring a friend, family member or school counsellor to support you.

The Principal will investigate the complaint and respond to you immediately after the investigation is complete.

No resolution?

Contact **NZQA:**
qadrisk@nzqa.govt.nz or call them 0800 697 296
If your complaint is about fees, contact **istudent complaints:**
www.istudent.org.nz or call them 0800 006 675