Complaints and Grievance Procedures

Education (Pastoral care of International Students) Code of Practice 2016
A copy of the Code of Practice is in the International Student Office.

Complaint Procedures
What to do if you think the school has failed to follow the Code.

Internal Procedures
Step 1: If you have a complaint, contact the International Director.

Step 2: If you are not satisfied with the way the complaint is dealt with, contact one of the Deputy Principals.

Step 3: If you are still not satisfied, contact the Principal to take up the issue on your behalf with the Board of Trustees through the Chairperson.

International Student Contract Dispute Resolution Scheme (DRS)
If you believe the school has breached the Code of Practice and you have not been able to settle the matter following the school’s internal procedures, you may bring the matter to the New Zealand Qualifications Authority (NZQA) who will process your complaint under the provisions of the International Student Contract Dispute Resolution Scheme (DRS). Details of the DRS and the approved provider Fairway limited can be accessed through the following links:


Contacting the New Zealand Qualifications Authority

2. Completed complaint forms along with supporting evidence can be sent to:
   - The Complaints Officer
   - New Zealand Qualifications Authority
   - P.O. Box 160
   - Wellington 6140

   OR

   Email or scan the completed form along with any scans of supporting evidence to - [schoolcode.enquiries@nzqa.govt.nz](mailto:schoolcode.enquiries@nzqa.govt.nz)

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Gary Yeatman
Principal