



- The above process is outlined in SG.23 Student Concerns and Complaints Policy.
- In any meetings or discussions, all parties have the right to a support person.

If you have been through the above formal process, and dissatisfied with the outcome, you may contact:

Study Complaints

If you are an international student or a domestic tertiary learner and you have an unresolved complaint (financial or contractual dispute) about a New Zealand education provider, you can contact Study Complaints at <https://www.studycomplaints.org.nz/>

NZQA

To make a formal complaint to NZQA about an education provider:

1. Download and complete the formal complaint form <https://www.nzqa.govt.nz/assets/About-us/Complaints-Form.pdf>
2. Collect evidence for your complaint. Include evidence that will support your complaint and let NZQA fully investigate it.
3. Email a scan of your completed form, along with any supporting evidence, to risk@nzqa.govt.nz or post it all to: Risk Management, NZQA, P O Box 160, Wellington 6140.

For more information, contact NZQA at 0800 697 296 or visit the NZQA website: <https://www2.nzqa.govt.nz/about-us/contact-us/complaint/education-provider/>