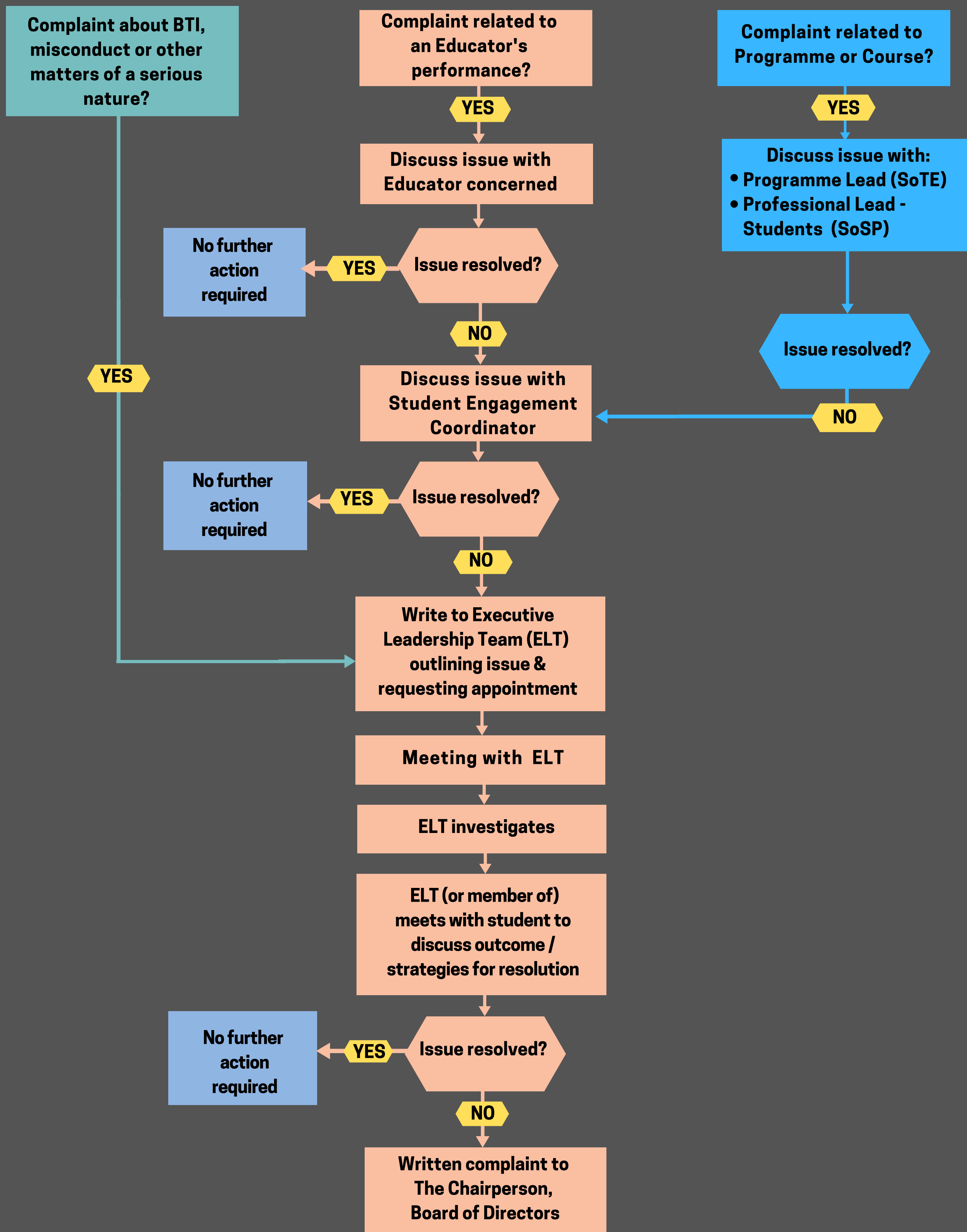


STUDENT CONCERNS AND COMPLAINTS FLOWCHART



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

Domestic Students

Tertiary Education Dispute Resolution (<https://tedr.org.nz/>) is the appointed operator of the Education (Domestic Tertiary Student Contract Dispute Resolution Scheme (DRS), which was set up to resolve financial and contractual disputes for domestic tertiary learners.

International Students

iStudent Complaints (<http://www.istudent.org.nz/>) is the appointed operator of the International Student Contract Dispute Resolution Scheme (DRS), which was set up to resolve financial and contractual disputes for international learners.

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

1. Download and complete the formal complaint form (<https://www.nzqa.govt.nz/assets/Providers-and-partners/Code-of-Practice/formal-complaint-form.pdf>)
2. Collect your supporting evidence
3. Email a scan of your completed form, along with any supporting evidence, to risk@nzqa.govt.nz or send to: The Complaints Officer, Quality Assurance Division, P O Box 160, Wellington 6140.

For more information, contact NZQA at risk@nzqa.govt.nz or 0800 697 296