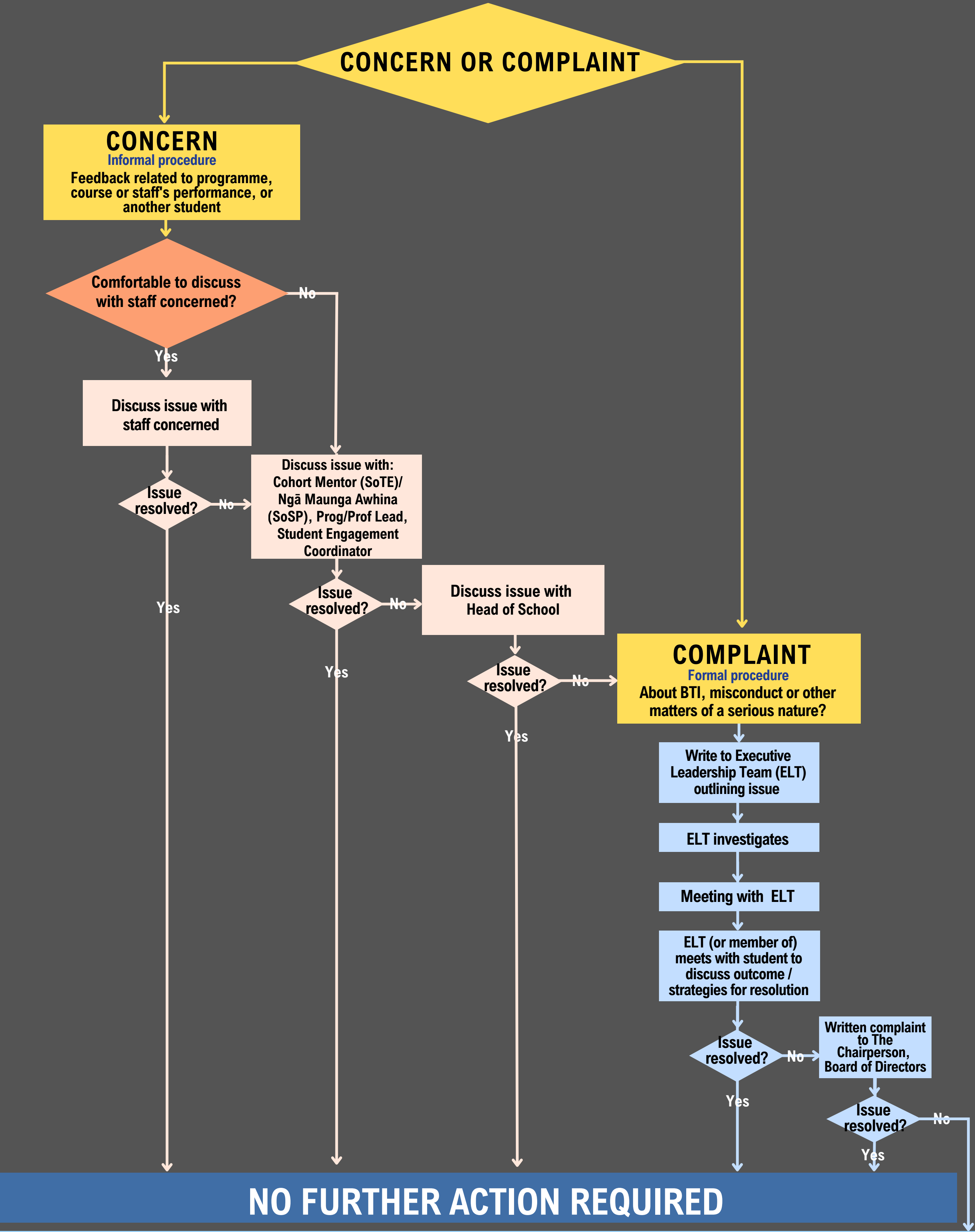


STUDENT CONCERNS AND COMPLAINTS FLOWCHART



- 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 are not satisfied by the outcome of our complaints process, you may be able to raise your concerns externally. The New Zealand Qualifications Authority's website provides useful information about the avenues available to you.
You may also be able to take your complaint to Study Complaints – a dispute resolution provider specialising in supporting domestic tertiary and international students in resolving disputes with their provider. This is a free service for students.

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

You can report any concerns to NZQA about the quality of education or safety and wellbeing at a specific education provider. Information you provide supports them in monitoring of the quality and integrity of New Zealand qualifications and the pastoral care of learners. There is an online form on the [NZQA website](#) that you can use to let them know your concerns about an education provider. This form can be used to:

- notify NZQA of concerns about tertiary education providers
- notify NZQA of complaints regarding meeting the Code of Pastoral Care for international students.