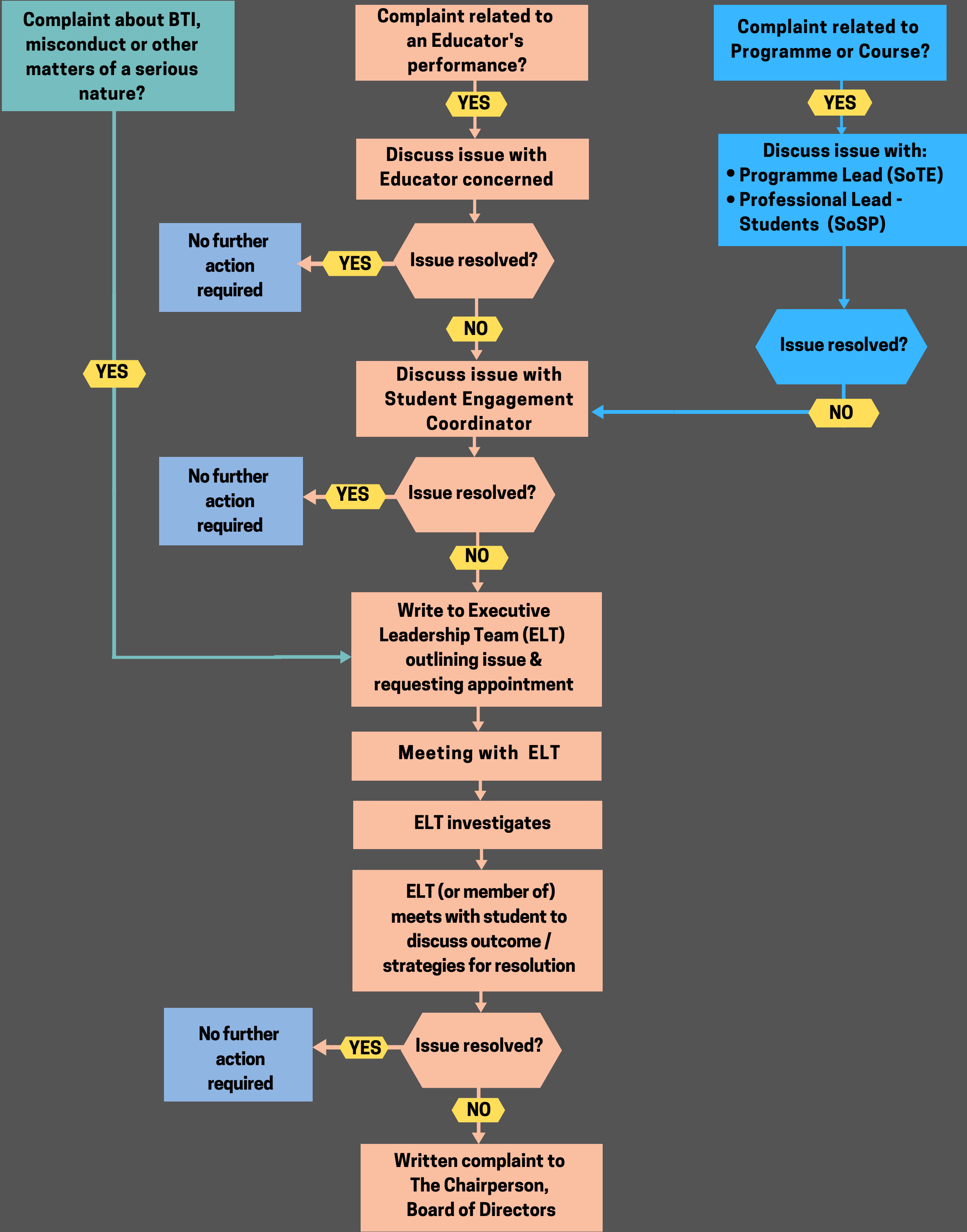


# STUDENT CONCERNS AND COMPLAINTS FLOWCHART



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/About-us/Complaints-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](mailto:risk@nzqa.govt.nz) or send to: Risk Management, NZQA, P O Box 160, Wellington 6140.  
For more information, contact NZQA at [risk@nzqa.govt.nz](mailto:risk@nzqa.govt.nz) or 0800 697 296