

GOT A PROBLEM? LET'S GET IT SORTED

If something is making you unhappy talk to someone to help solve the problem.
You can ask a friend or another person to support you.

Problems with
your
homestay or
caregiver

Problems
with your
schoolwork,
teachers,
assessments

Problems
with other
students

Problems
with fees,
refunds,
insurance,
enrolment

Talk to the International Department Team

Not happy with the outcome? Ask a trusted staff member to help you approach the Principal or Board of Trustees

If you think the school has not found a satisfactory solution and is in breach of the Code contact
NZQA: [0800 697 296](tel:0800697296)

Submit a complaint query on the NZQA website www.nzqa.govt.nz
or email risk@nzqa.govt.nz

If your complaint is about fees, contact iStudent Complaints www.istudent.org.nz