## Complaint Procedure for International Students

What to do if you have a problem or want to make a complaint



Do you need to make a complaint?
Problems with:

- Other Students?
- •Host Family?
- Other Staff?

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•See your tutor teacher (or another teacher you trust and like) 03

•See Mr. Brodie (responsible for international students) or another senior staff member 04

•No
Resolution?
Talk to the
Principal - Mr.
Fairley



or



School still not helping?

Next Steps - Going Beyond the School: •Contact NZQA: qadrisk@nzqa.govt.nz or call them on: 0800 697 296 If your complaint is about fees, contact iStudent complaints: www.istudent.org.nz 0800 00 66 75