

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

(insert name/photo
homestay manager)

Talk to

(insert name/photo
international dean/
teacher/mentor)

Talk to

(insert name/photo
guidance
counsellor/
teacher/dean)

Talk to

(insert name/photo
international
administrator)

If you are still not happy talk to the
International Student Director (insert name/photo)

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**

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