

## International Students – How to make a complaint

### What to do if you have a complaint

When you come to New Zealand as an international student, you can expect to receive a high standard of education, and to feel safe and well cared for while you live and study here.

If you have a complaint, it is important that you go through the right steps.

Here is what you need to do.

### Ask your education provider to resolve your complaint

Your education provider is your first point of contact for any complaint you have, including any complaint about the agents your provider uses.

They must have a complaints process in place for you to go through and they must tell you what that process is. Follow that process to see if your complaint can be resolved by your provider.

#### FIORDLAND COLLEGE COMPLAINTS PROCESS

##### Step 1

Approach the International Student Director for assistance, advice or counselling in the first instance

##### Step 2

If the matter is not dealt with to your satisfaction, bring the matter to the Principal. He/she will review the matter and advise the student/parents of his/her decision in writing.

##### Step 3

If this still does not resolve the issue, the student/parents may write to the Chairperson of the Board of Trustees, requesting that the Board review the Principal's decision.

### If your complaint is not resolved – contact NZQA

If your education provider has not resolved your complaint, and you still wish to have it resolved, then you can contact NZQA. NZQA is a government organisation. They can provide an independent assessment of your complaint and will either investigate your concerns or advise you what you can do next.

You can submit your complaint query on the NZQA website, or send an email to [gadrisk@nzqa.govt.nz](mailto:gadrisk@nzqa.govt.nz).

If you need more information on the complaints process, contact NZQA on 0800 697 296.

### Or – if it is a financial dispute – you can contact iStudent Complaints (DRS) – Disputes Resolution Scheme

iStudent Complaints is available to help you resolve financial or contractual disputes with your education provider. There is no cost to you for this service.

iStudent Complaints is an independent service with experience in helping people to resolve disputes. You can contact iStudent Complaints on 0800 00 66 75.

## **New Zealand's quality standards**

All international students enrolled with a New Zealand education provider are covered by the New Zealand Government's Education (Pastoral Care of International Students) Code of Practice.

This is legislation that outlines the level of care that education providers, and their agents, must provide to international students while they live and study in New Zealand.

The education system is regulated with strong quality assurance systems across the board.

In general, as an international student you can expect that:

- the quality of teaching and learning you receive will meet high educational standards
- the marketing and promotion information you receive before you enrol is clear, complete and accurate so you can make a well-informed decision about whether an education provider is the right choice for you
- education providers' agents give you reliable information and act with integrity and professionalism
- you will receive enough information and support to help you with your enrolment, including understanding the legal obligations you have, and that you will receive all the proper documentation
- you are welcomed and have enough information, guidance and support to help you settle into your new life in New Zealand
- your study environment is safe, and that you have a safe place to live.

## **About the Education (Pastoral Care of International Students) Code of Practice**

The New Zealand Government's Education (Pastoral Care of International Students) Code of Practice is a document that clearly outlines the full legal requirements that education providers enrolling international students must abide by – to read this, go to the NZQA website.

## **About NZQA**

NZQA is a government organisation which manages the quality of New Zealand qualifications, and also acts as the Administrator of the Education (Pastoral Care of International Students) Code of Practice.

**[www.nzqa.govt.nz](http://www.nzqa.govt.nz)**