

Complaints

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.

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 and can be found at <http://www.nzqa.govt.nz/assets/Providers-and-partners/Code-of-Practice/tertiary-guidelines-code-of-practice.pdf>

What do I do if I think my school has treated me unfairly?

If you have a complaint, it is important that you go through the right steps. Here is what you need to do.

- First, talk to the person in charge of the school.
- If they do not resolve 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 <http://www.nzqa.govt.nz/about-us/make-a-complaint/make-a-complaint-about-a-provider/>, or send an email to qadrisk@nzqa.govt.nz.

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

If it is a financial dispute – you can contact FairWay Resolution

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

FairWay Resolution is an independent service with experience in helping people to resolve disputes. You can contact FairWay Resolution on 0800 77 44 22 or <http://www.fairwayresolution.com/istudent-complaints>

OR:

Our school is a member of ENGLISH NEW ZEALAND.

If you have a problem, please let us know. You can talk to your teacher, the student counsellor or one of our office staff. You can also make an appointment to see the school Director.

If you have a complaint we haven't been able to resolve, you may wish to write to our professional body and ask for assistance.

The address is English New Zealand, PO Box 35283, Christchurch 8640.

You can phone 03 386 1222 or email admin@englishnewzealand.co.nz

If English New Zealand is unable to resolve your problem, or if you do not think your complaint has been dealt with adequately, you can contact the New Zealand Qualifications Authority (NZQA) if your complaint is about the *Education (Pastoral Care of International Students) Code of Practice 2016*. You can contact NZQA by phone on 0800 697 296 or email qadrisk@nzqa.govt.nz.

If it is a financial or contractual dispute, you can contact iStudent Complaints by phone on 0800 00 66 75.

More information is available on the iStudent Complaints website: <http://www.fairwayresolution.com/istudent-complaints>.

NZQA has produced a brochure for international students about the complaints process

<http://www.nzqa.govt.nz/assets/Providers-and-partners/Code-of-Practice/int-students-make-a-complaint-updated.pdf>

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