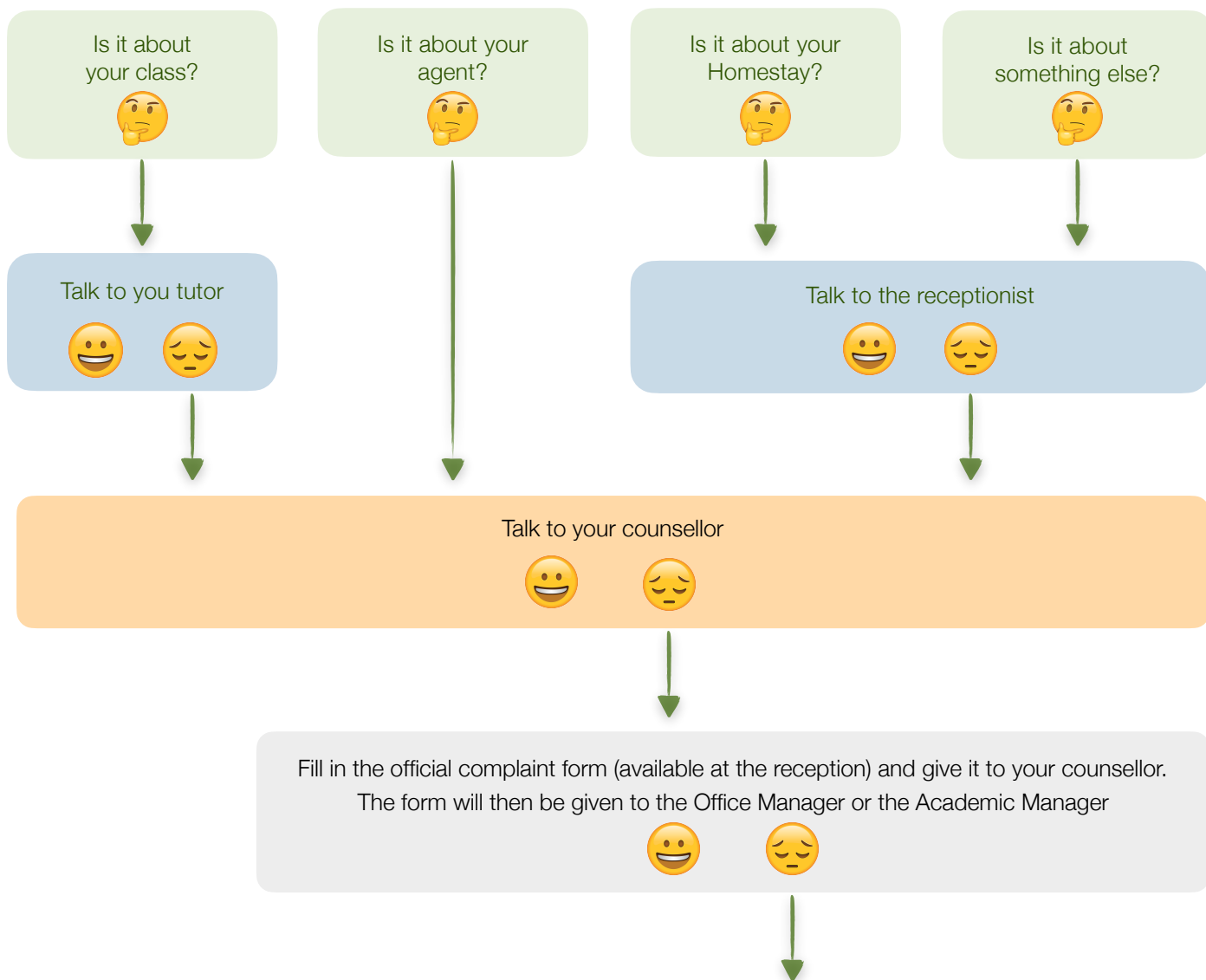


Complaint Procedure

If you are not happy with your class, the school or your homestay, please follow this procedure and we will help solve the problem.



If this does not resolve your complaint, you can contact the New Zealand Qualifications Authority (NZQA) by phone on 0800 697 296 or email qadrisk@nzqa.govt.nz.

Or, 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.istudent.org.nz/istudent-complaints>.

You can find more information about complaints to NZQA in there website: www.nzqa.govt.nz



You are more than welcome to bring any support person if you are not comfortable making a complaint by yourself.

Staff members will listen to your complaint without prejudice.