

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

Ms Watson-Peach
our homestay
coordinator

Talk to

Ms Donovan our
Director of
International
Students your
homeroom teacher

Talk to

Ms Donovan or
your Dean or our
school counsellor

Talk to

Mrs Greengrass our
administrator

If you are still not happy talk to the
International Student Director Ms Donovan

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](tel:0800697296)

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