



### 3.3a INTERNATIONAL STUDENTS COMPLAINTS POLICY

#### Outcome statement

International students, their families and where applicable, their agents, have the information about the internal and external complaint processes available to them. To help international students cope with problems, the school encourages and helps them to address concerns early and lets them know they can ask a support person to help.

#### Scoping

The process and support for handling and escalating complaints for fee-paying international students is known and understood by the school, the international students and their families.

#### Delegations

The Board delegates to the Principal responsibility handling any concerns informally raised and complaints raised through the school's complaints process. The Principal is also responsible for supporting any escalation to NZQA and iStudent complaint resolution processes and will inform and involve the Board in this instance.

#### Expectations and limitations

1. The school will be compliant with the practices in relation to complaints as outlined in the Education (Pastoral Care of International and Tertiary Students) Code of Practice 2021.
2. The school informs international students and their families about the Dispute Resolution Scheme available to them before they sign a contract, and in information provided at enrolment.
3. When raising concerns or complaints the school will follow these steps:
  - 3.1 Encourage and support the international student to discuss their issue initially with the person involved.
  - 3.2 If an international student doesn't want to talk to a particular person, or is unhappy with the outcome after discussing the matter, the school helps them contact the Principal or Deputy Principal, as required for more support and guidance.
  - 3.3 If the issue cannot be resolved informally, the school's formal [complaints process](#) will be followed.
  - 3.4 If an international student's complaint is not resolved through the school's internal process, [NZQA](#) or [iStudent Complaints](#) can be contacted.
  - 3.5 NZQA handles complaints regarding breaches of the Code of Practice and expects international students to have first tried to resolve concerns through the school's formal complaints process. Financial and contractual disputes should be raised through iStudent Complaints.
  - 3.6 An outline of the NZQA complaints process is attached as an addendum to this policy.

## Monitoring

The Principal will report on any complaints from fee-paying enrolled international students and their families to the Board, as part of the regular reporting process.

## Legislative compliance

[Education and Training Act 2020](#)

[The Education \(Pastoral Care of Tertiary and International Students\) Code of Practice 2021](#)

Ministry of Education – Advice on international students

---

Reviewed: September 2022	Next review: 2025
--------------------------	-------------------

---



## 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.

### 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 [risk@nzqa.govt.nz](mailto:risk@nzqa.govt.nz)

If you need more information on the complaints process, visit this [webpage](#) or contact NZQA on 0800 697296.

### Or – if it is a financial dispute – you can contact iStudent Complaints

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 via their [website](#) or 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 Tertiary and International Learners) Code of Practice 2021.

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 Tertiary and International Learners) Code of Practice 2021

The New Zealand Government's Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021 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 2016.

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