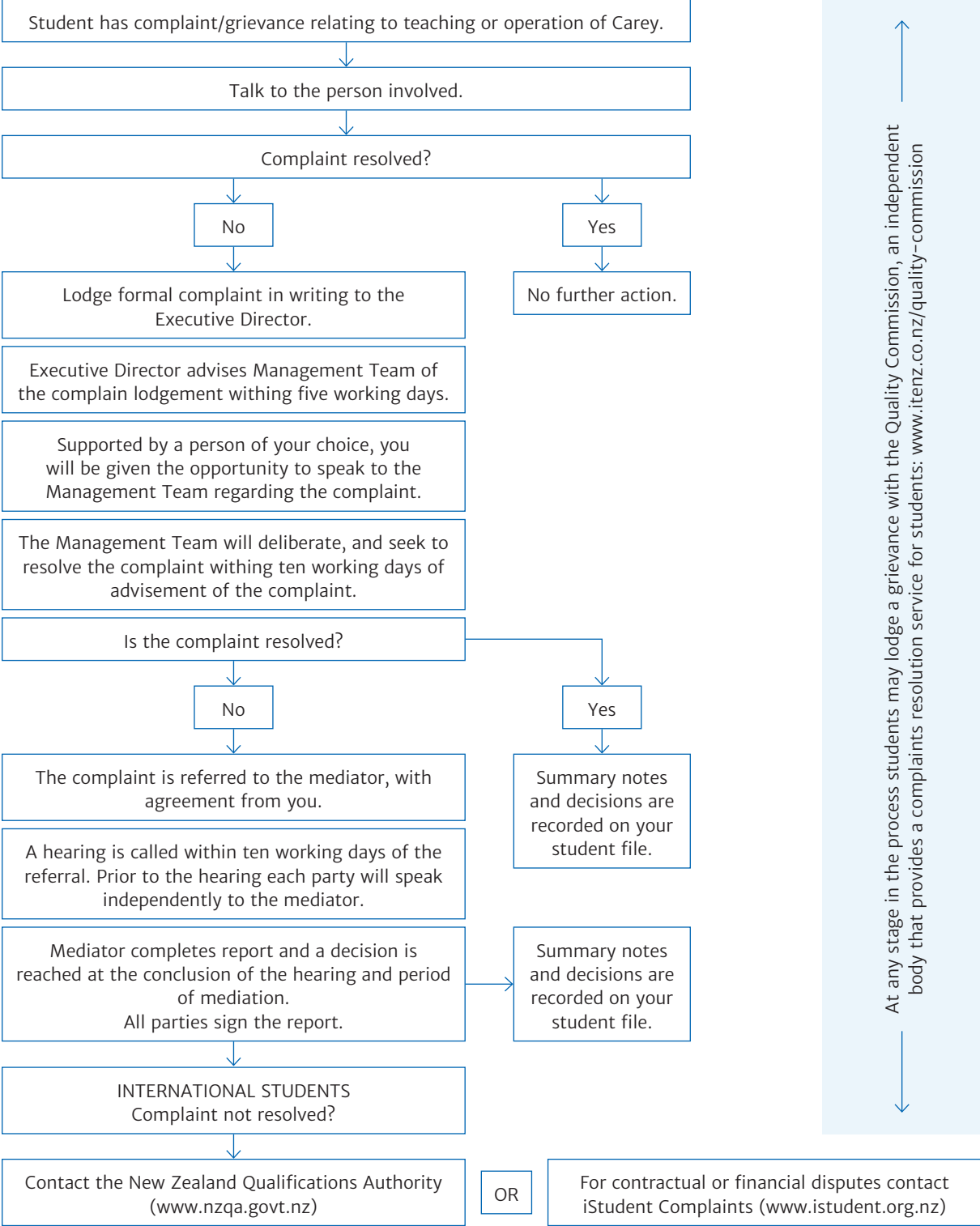


For full information, refer to the Student Complaints Policy & Procedure.

Complaints Flowchart



At any stage in the process students may lodge a grievance with the Quality Commission, an independent body that provides a complaints resolution service for students: www.itenz.co.nz/quality-commission

Students also have the right to lodge a grievance with NZQA, who provide a service to assist students with complaints. For further information about making a complaint, email NZQA at qarisk@nzqa.govt.nz or phone 0800 697 296.