

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

Sally Hart, the
Deputy Principal in
charge of
International
Students

Talk to

Your House Dean

Talk to

Your House Dean or
a Guidance
Counsellor

Talk to

The Executive
Administration
Manager - Janene
Maskell

If you are still not happy talk to Sally Hart, the
Deputy Principal in charge of International Students

Not happy with the outcome? Ask a trusted staff
member to help you approach the Principal or Board of
Trustees

If you are not satisfied by the outcome of our complaints process, you may notify the New Zealand Qualifications Authority (NZQA). Please refer to the [NZQA website](#) for more information on their role and process.

You may also be able to take your complaint to [Study Complaints](#) – a dispute resolution provider specialising in supporting international students in resolving disputes with their schools.