

## PROCEDURES FOR MAKING A COMPLAINT

If you have a problem or complaint, contact the Director of International Students who will help you to seek a resolution. If you are not satisfied with the outcome, then you can contact an Assistant Principal or the Principal. You should put your complaint in writing.

If you feel your complaint has not been solved by the school, you can contact the New Zealand Qualifications Authority (NZQA) [www.nzqa.govt.nz](http://www.nzqa.govt.nz) Phone 0800 697296 or [qadrisk@nzqa.govt.nz](mailto:qadrisk@nzqa.govt.nz)

If it is a financial or contractual dispute, you can contact iStudent Complaints by phone on 0800 006675. More information is available on the iStudent Complaints website: [www.istudent.org.nz](http://www.istudent.org.nz)

You must be able to show them that you have tried to get the school to act before you contact them. They will consult the school to see if anything can be done to help you.

Edgewater College has agreed to observe and be bound by the Education (Pastoral Care of International Students) Code of Practice 2016/19 published by the Ministry of Education and administered by NZQA.

Please see link for copies of the Education Code 2016

<http://www.legislation.govt.nz/regulation/public/2016/0057/latest/DLM6748147.html>