

# 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, your agent, 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

Liz Whelan  
(Director of LPSH)



Talk to

Your Teacher,  
Tutor Teacher or  
an International  
Student  
Ambassador

Talk to

Michelle Parkinson  
(Counsellor)



Talk to

Rachael Mitchell  
(IS Administrator)



If you are still not happy talk to Mrs Bridges, the  
International Student Director



Not happy with the outcome? Ask a trusted staff  
member or your agent / caregiver to help you approach  
the Principal (Mr Moore) 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](http://www.nzqa.govt.nz)  
or email [risk@nzqa.govt.nz](mailto:risk@nzqa.govt.nz)

If your complaint is about fees, contact iStudent Complaints [www.istudent.org.nz](http://www.istudent.org.nz)