

GOT A PROBLEM? LET'S GET IT SORTED

If something is making you unhappy talk with your agent/family and a member of the International Department below to help solve the problem. You can also ask a friend or other person to support you.

<p>Mrs Fiona Bridges Director, International Students</p> 	<p>Ms Lindy Cumming International Student Dean</p> 	<p>Ms Rachael Mitchell International Student Administrator</p> 
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These people are available to help and support you in these areas.

<p>Problems with homestay or caregiver</p>	<p>Problems with schoolwork / assessments</p>	<p>Problems with other students</p>	<p>Problems with fees, insurance etc</p>
<p>Liz Whelan (Director of LPSH)</p> 	<p>Lindy Cumming (IS Dean)</p> 	<p>Michelle Parkinson (Counsellor)</p> 	<p>Rachael Mitchell (IS Administrator)</p> 



If you are still not happy and your problem has not been resolved, 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 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 (www2.nzqa.govt.nz/about-us/contact-us/complaint/education-provider/other-organisations/) for more information on their role and process. You may also be able to take your complaint to Study Complains (www.studycomplaints.org.nz) – a dispute resolution provider specialising in supporting international students in resolving disputes with their schools. This is a free service for international school learners.