



Māruawai College

Dealing with Complaints

This policy outlines how Māruawai College meets the requirements of Code Outcome 17, clause 70.1.e; and Outcome 21.

Māruawai College has transparent, accessible, and effective processes in place to resolve concerns and complaints. See **Concerns and Complaints**.

Learners and their families are given information about the internal and external complaint procedures available to them in the information they receive at enrolment and orientation, and if they have a concern during their enrolment.

If our school uses an agent, we ensure they are also aware of our concerns and complaints procedures and the external complaint procedures available.

Internal complaint procedures

To help international learners cope with problems, we encourage them to address concerns early and let them know they can ask a support person or advocate to help. Our international student support staff are available to support learners and their parents/caregivers with understanding the internal complaint processes. International learners and their parents/caregivers may also choose to seek external supports.

The first step in addressing concerns is to raise a concern informally. This involves discussing the issue with the person involved. If a learner and/or their parents/caregivers don't want to talk to a particular person, or are unhappy with the outcome after discussing the matter, they are referred to the director of international students (principal) for more support and guidance. See **Raising Concerns**.

If the issue cannot be resolved informally, international learners and/or their parents/caregivers can follow the school formal complaints process. See **Making a Formal Complaint or Serious Allegation**.

We keep records of all concerns and complaints raised by international learners and/or their parents/caregivers so that we can continually review and improve our processes. See **International Learners Review**.

External complaint procedures

Complaints can be raised externally if an international learner and/or their parents/legal guardians feel their complaint has not been effectively addressed by the school. The internal procedures for Māruawai College should be followed first to seek a resolution.

External complaints have two different pathways depending on the type of concern or complaint:

- NZQA handles complaints regarding non-compliance with the Code of Practice
- iStudent Complaints handles financial and contractual disputes.

Code disputes

NZQA (the Code Administrator) is the first point of contact for all concerns and complaints related to breaches of the Code of Practice. NZQA has the authority to apply sanctions to schools where breaches are found to have occurred. Raising a complaint with NZQA will not adversely affect the immigration status of learners.

Learners can get information and advice about their complaint options through NZQA before making a formal complaint.

Financial or contractual disputes

iStudent Complaints is an independent dispute resolution scheme established by the New Zealand Government to settle contractual and financial disputes between international learners and education providers in New Zealand.




If a learner has a contractual or financial dispute, they can contact **iStudent Complaints** for more information and to make a complaint.

Also see **Compliance with International Learner Contract Dispute Resolution Scheme**.

Related topics

- **International Safety and Wellbeing**
- **Concerns and Complaints**

Resources

- NZQA | Mana Tohu Maturanga o Aotearoa: **Learner complaints** 
- NZQA | Mana Tohu Maturanga o Aotearoa: **Complain about an education provider** 
- **iStudent Complaints** 

Release history: [Term 2 2023](#), [Term 4 2022](#), [Term 4 2021](#), [Term 2 2020](#)

Last scheduled review

Last internal review *Term 1 2022*

Topic type *Core*
