

If you want to make a Complaint

Complaints Procedure for all Students

1. If students have a complaint about any aspect of their experience at Achievement NZ Limited, they should **in the first instance** discuss it with the **Tutor/Programme Manager**. The complaint must be made within **90 days of the incident/issue occurring**.
2. If a student is an International student and they have concerns about their treatment by Achievement NZ Limited.
3. If reasonable progress towards resolving the complaint has not been made after **10 working days**, they should contact the **Deputy Campus Manager**.
4. If reasonable progress towards resolving the complaint has not been resolved after **10 working days** from the Deputy Campus Manager, they may contact the **General Manager (GM)** of Achievement NZ Limited **in writing** with an outline of their complaint. Attn: Mark Pugh, GM, Achievement NZ Limited, P O Box 3116, Napier 4142. Phone +64 6 843 0730. The GM will attempt within **30 working days** to resolve the complaint.

If you are not able to resolve your complaint with your provider

The New Zealand Qualifications Authority requires students who have a complaint to first follow the provider's complaints procedure (above). If the matter is not resolved satisfactorily, you may lodge a formal complaint in writing with the appropriate authority.

An independent alternative is The Quality Commission.

You can go to The Quality Commission if you have a complaint that has not been resolved by the provider's internal complaints process (above). However, you must notify the Quality Commission of your complaint within two months of the act or omission about which you want to complain.

Domestic Students

You may lodge a formal complaint in writing with either New Zealand Qualifications Authority or The Quality Commission.

For Domestic students:

The Complaints Office
Quality Assurance Division
New Zealand Qualifications Authority
PO Box 160
Wellington 6140
Freephone: 0800 697 296
Telephone: (04) 463 3000
Fax: (04) 463 3112
Web: www.nzqa.govt.nz

OR

The Quality Commission
Email: admin@itenz.co.nz
Web: www.itenz.co.nz/quality-commission/students

International Students

If your complaint is not resolved – contact NZQA

If your education provider has not resolved your complaint, and you still wish to have it resolved, then you can contact NZQA. NZQA is a government organisation. They can provide an independent assessment of your complaint.

1. Download the complaint form from <http://www.nzqa.govt.nz/about-us/make-a-complaint/make-a-complaint-about-a-provider/>
2. Send your completed complaint form, along with any supporting evidence, to

For International students:

The Complaints Officer
Quality Assurance Division
PO Box 160
Wellington 6140

Or

Email a scan of your completed form; along with scans of any supporting evidence, to risk@nzqa.govt.nz
If you need more information, contact NZQA on 0800 697 296

Phone: 0800 697 296
Telephone: (04) 463 3000
Fax: (04) 463 3112
Email: risk@nzqa.govt.nz
Website: www.nzqa.govt.nz

Dispute Resolution

Information on dispute resolution options is provided in the websites below:

NZQA website:

<https://www.nzqa.govt.nz/providers-partners/tertiary-and-international-learners-code/know-the-code/learner-complaints/>

Tertiary Education Dispute Resolution website:

[Tertiary Education Dispute Resolution - Aotearoa New Zealand \(tedr.org.nz\)](http://tedr.org.nz)

For more information about dispute resolution, please refer to our notice boards or visit our website.

Privacy and Personal Information Handling:

The personal information you provide through the complaints process will only be used for the purposes of dealing with your complaint and will be received by the GM or their nominee. Only authorised staff will have access to your information which is held in a secure environment. The information you provide will be disclosed only as provided for in the Privacy Act 2020 or otherwise as required or permitted by law.

The provision of information by you is voluntary. However, if you do not provide full information, we may not be able to process your complaint.

Under the Privacy Act 2020, you are entitled to ask for access to a copy of your personal information that we hold about you and to ask for it to be corrected if you think it is wrong. You may make those requests to the Privacy Officer of the institution (the details of the Privacy Officer will be made available to you upon your request).

For more information about our Privacy Statement and Privacy Policy, please visit our website.

General information about the Privacy Act 2020 is also available on the website of the Privacy Commissioner at www.privacy.org.nz