

# Complaints Process

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**Talk to the person it concerns most directly first.**

Staff members' office hours and contact details are listed in your Student Handbook

You can approach the Student Support Centre directly for guidance and assistance in making your complaint.

You can also ask for staff contact details at Reception (09) 309 5208

## Teacher

For an academic or class related issue, first approach your teacher.



## Head of School

If your complaint is still unresolved, take it to your Head of School

If your complaint is unresolved after talking with the relevant staff above, proceed to making a booking for an Appeals Committee Meeting.

## Appeals Committee

1. Fill in an Appeals Committee Meeting application form (download the form from Moodle or ask for one at Reception)

2. Attend an Appeals Committee Meeting

If your complaint is not resolved from following ATMC NZ's complaints process, contact NZQA (International Student) or ITENZ (Domestic Students)



## External Complaint

**NZQA**  
0800 697 296  
qadrisk@nzqa.govt.nz

**ITENZ**  
admin@itenz.co.nz  
**iStudent Complaints**  
(for financial disputes):  
0800 00 66 75  
www.istudent.org.nz