

Student Formal Complaint about an Education Provider

1. Education provider details

I am making a formal complaint to NZQA about the following education provider:

Education provider name:

.....

Education provider campus:

.....

Programme/course name:

.....

Programme/course start date:

Programme/course end date:

.....

.....

2. Your details

If the complaint is from a group of students, please identify the primary contact person and their contact details.

Name:

.....

Contact phone number:

.....

Email address:

.....

Are you an international student? Yes ☐ No ☐

If yes, Nationality (as shown on your passport):

.....

Optional: Ethnicity and/or iwi:

.....

Optional: Age:

.....

3. Complaint details

Write the details of your complaint as clearly as possible below.

Try to give specific examples that support your complaint and provide facts such as dates, times, and places. Attach extra pages if necessary.

What outcome or result do you want from your complaint?

Please note that NZQA does not have the power to refund or financially compensate you. NZQA also cannot override a decision about your marks, credit recognition or enrolment.

What steps have you taken to complain to your education provider?

If you have not made a formal complaint with your education provider, your complaint may be declined.

Have you made this complaint to any other organisations? What was their response (if any)?

If you have made this complaint to another organisation, we may contact them to discuss which organisation is better suited to investigate the issues in your complaint.

4. Supporting documents

List below any documents that support your complaint and attach them to this form.

This should include your education provider's response to your formal complaint, other correspondence regarding the complaint, notes from meetings, publicity material, receipts etc.

5. Authorisation

You/the student must confirm all the following statements and sign this for NZQA to consider your complaint.

- I confirm that I have attempted to follow the internal complaints procedure of the education provider and have given them the opportunity to resolve my complaint before submitting this complaint to NZQA. Yes ☐
- I have attached a copy of the outcome/response of my education provider's formal complaint process. Yes ☐
- I authorise NZQA to inform the education provider of my name(s). Yes ☐
- I authorise NZQA to release a copy of this form and documents I have supplied to the education provider. Yes ☐
- I authorise NZQA to proceed with investigating my formal complaint. Yes ☐
- I agree to NZQA contacting other complaint bodies to discuss my complaint if the issues need to be referred elsewhere and to NZQA's use of the data I have supplied in this complaint (see **Notes** on page 4 for more details). Yes ☐
- I understand that if I do not confirm any of the statements listed above, NZQA may decline to investigate my complaint. Yes ☐

If the complaint is for a group of students, attach a list of the students who wish to be included in this complaint with their details (see section 2. Student details), and signatures.

If you are making this complaint for someone else, attach a statement from the student giving you permission to act on their behalf.

Your signature:

.....

Date:

.....

6. Return to NZQA

Please email the completed form and any supporting evidence to: risk@nzqa.govt.nz

OR

Post your completed form and any supporting evidence to:

Risk Management
Quality Assurance Division
New Zealand Qualifications Authority
PO Box 160
WELLINGTON 6140

Notes

Disclosing your complaint to other complaint bodies

The issues in your complaint might be better suited to another organisation's complaint process. In some cases, NZQA may need to contact another complaint body to discuss the details of your complaint and decide which issues should be looked at by which organisation.

The purpose of these discussions is to make sure your complaint is looked at by the most appropriate complaint body, and to make sure you are given the correct information about the complaint process that applies to you. You will be responsible for submitting your complaint to the appropriate organisation. NZQA cannot act as your advocate or agent through any complaints process.

The complaint bodies that NZQA might contact about your complaint include (but are not limited to):

- [Tertiary Education Dispute Resolution](#) for domestic student contractual or financial disputes
- [iStudent Complaints](#) for international student contractual or financial disputes
- [Tertiary Education Commission](#) for funding and apprenticeships issues
- [Office of the Ombudsman](#) for public tertiary education institutions i.e. universities, Te Pūkenga subsidiaries and wānanga.

Data collection and use

Demographic details are collected so that NZQA can understand which student groups access our complaint services. Complaint data may be reported at an aggregate level, and as far as practicable, disaggregated by student groups (e.g. age, ethnicity, international) as part of our Code Administrator role.

The information you provide to NZQA is subject to public release. If NZQA receives a request for this material, we will be required to consider its release, in whole or in part, in terms of the criteria set out in the Official Information Act 1982. The Act requires the information to be made available unless: (1) it is considered that there is a good reason under the Act to withhold the information; and (2) that good reason outweighs the desirability, in the public interest, or making the information available. The grounds for withholding information are set out in the [Official Information Act 1982](#).