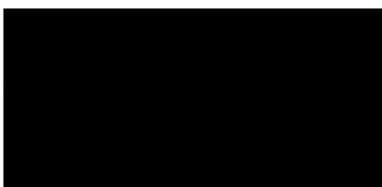


27 June 2019



Dear 

Official Information Act Request

Thank you for your request of 5 June 2019, under the Official Information Act 1982, for the following information:

"How many times in the last two years has NZQA referred a student complaint to another agency and where were they referred?"

NZQA interprets your request to mean formal complaints that have been made to NZQA by international students and that NZQA has formally referred to other agencies.

Between July 2017 and June 2019, NZQA formally referred four formal complaints by international students to other agencies. All four complaints were referred to iStudent Complaints.

As part of the commitment to open and transparent government, NZQA is proactively releasing responses to Official Information Act requests which are of public interest. NZQA will be publishing its response to your request on its website in September 2019. Your name and contact details will be removed before publication.

If you require further assistance, please contact  in the Office of the Chief Executive, email @nzqa.govt.nz or telephone (04) 463 

If you are dissatisfied with our response, you have the right, under section 28(3) of the Official Information Act 1982, to lodge a complaint with the Office of the Ombudsman at www.ombudsman.parliament.nz. You can also telephone 0800 802 502 or write to the Ombudsman at PO Box 10152, Wellington, 6143.

Yours sincerely

A handwritten signature in black ink, appearing to read 'K. Poutasi'.

Karen Poutasi (Dr)
Chief Executive