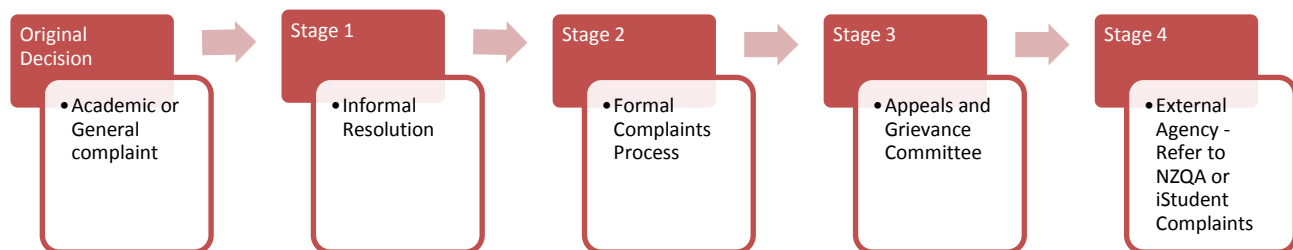


UC International College Complaints Process

Please refer to the Student Complaints Policy for full information regarding the process and timeframes:
<https://www.ucic.ac.nz/policies>

Complaints flow chart:



Internal Procedures:

1. Talk to a staff member from the UC International College Student and Academic Services team about your complaint. They will direct you to the appropriate person with whom to discuss your complaint.
2. If you are not satisfied with the proposed outcome, you will be asked to put your complaint in writing to the Academic Coordinator (for Academic matters) or the College Director and Principal (for other complaints).
3. The appropriate staff member as mentioned above will discuss the complaint with you. (You are welcome to bring a support person). If there is one, they will also inform the person whom complaint has been made against.
4. They will decide upon an outcome and action to be taken and discuss this with you. (Again you are welcome to bring a support person).
5. If you are unhappy with the outcome, you may appeal to the Appeals and Grievance Committee for reconsideration. Forms for appeals are available from the Quality and Compliance Coordinator or the UCIC office.

External Complaints Procedures:

6. If you feel that UC International College has not resolved your complaint, and you still wish to have it resolved, you can contact NZQA. NZQA is a government organisation. They can provide an independent assessment of your complaint and will either investigate your concerns or advise you what you can do next.

7. **How can I contact the New Zealand Qualifications Authority?**

You can download the formal complaint form, available on the NZQA website: <http://www.nzqa.govt.nz/about-us/make-a-complaint/make-a-complaint-about-a-provider/>

You can send your completed complaint form, along with any supporting evidence, to:

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:

gadrisk@nzqa.govt.nz

If you need further information on the complaints process, contact NZQA on 0800 697 296 (within NZ)

8. **Financial Disputes**

iStudent Complaints is available to help you resolve financial or contractual disputes with your education provider.

Contact:

PO Box 2272
Wellington 6140

Email: complaints@istudent.org.nz

Phone: 0800 00 66 75

The New Zealand Code of Practice for the Pastoral Care of International Students sets standards for education providers to ensure that:

- high professional standards are maintained
- the recruitment of international students is undertaken in an ethical and responsible manner
- information supplied to international students is comprehensive, accurate, and up-to-date
- students are provided with information prior to entering into any commitments
- contractual dealings with international students are conducted in an ethical and responsible manner
- the particular needs of international students are recognised
- international students are in safe accommodation
- all providers have fair and equitable internal procedures for the resolution of international student grievances

UC International College is a signatory to the Education (Pastoral Care of International Students) Code of Practice 2016 - Tertiary. To find out more about this Code please check the NZQA website <http://nzqa.govt.nz/studying-in-new-zealand/coming-to-study-in-new-zealand/international-student-care/> or ask at UC International College reception to see a copy of the Code.