



# Vauxhall School

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## NZQA and Complaints

If a student's complaint is not resolved through the school's internal grievance procedures, they can contact the New Zealand Qualifications Authority (NZQA), who will process their complaint. We provide students with NZQA's "International Students - How to make a complaint" brochure.

NZQA is the first point of contact for all complaints related to the Code of Practice. NZQA has the authority to apply sanctions to schools where breaches are found to have occurred.

Raising a complaint with NZQA will not adversely affect the immigration status of students.


### Formal complaint to NZQA

Students can find out about making a formal complaint or get advice about their options by completing an online [Complaint Enquiry Form](#) ( NZQA).

To make a formal complaint about a provider, download and complete a formal complaint form from [NZQA](#).

For more information about the complaints process, go to the [NZQA](#) website or contact NZQA on 0800 697 296.

### Financial or contractual disputes

If the complaint is a financial or contractual dispute, see  [Compliance with International Student Contract Dispute Resolution Scheme](#).

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## Resources

 [NZQA: Student complaints about providers' compliance with the Code of Practice](#)

 [NZQA: International Students: How to make a complaint](#)

 [NZQA: Student complaints about an education organisation](#)

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*Last **scheduled review***

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*Last **internal review***      *Term 3, 2016*

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***Topic type***                      *Generic*

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