



MATAMATA INTERMEDIATE

INTERNATIONAL STUDENTS COMPLAINTS PROCEDURE

If something is making you unhappy talk to someone to help solve the problem. You can ask a friend or another person to support you.

If you have any problems with any of the following:

Homestay or caregiver

Please get in contact with the International Coordinator/Principal

- School work
- Other students
- Teachers
- Assessments

Please contact the classroom teacher first. If you require further help please contact the whānau/syndicate leader. Contact details will be given upon orientation.

- Enrolment
- Fees
- Refunds

Please get in contact with the Office Administrator

office@matamataint.school.nz

Any further issues

Please get in contact with the International Coordinator/Principal

Debbie Currie
principal@matamataint.school.nz



If you think the school has not found a satisfactory solution and is in breach of the Code contact

- NZQA: 0800 697 296
- Submit a complaint query on the NZQA website
<https://www2.nzqa.govt.nz/tertiary/the-code/the-code-for-learners/learner-complaints>
- email risk@nzqa.govt.nz

If your complaint is about fees or contracts, contact Study Complaints
<https://www.studycomplaints.org.nz/make-complaint>

