

## Grievance Procedure

We welcome you to our school, and if you have a problem please let us know. You can talk to your teacher, any of the school staff, or you can see our Chief Executive.

**Chief Executive**  
**General enquiries**  
**Welfare**

Name Miles Fitton  
Title Chief Executive  
Hours Mon to Fri 09:00 – 17:00  
24/7 emergency 0223236427



**Academic enquiries**  
**Welfare**

Name Phillip Marshall  
Title Director of Studies  
Hours Mon to Fri 08:30 – 16:30



**We have an open door policy so please come and see us at any time if you need any help or if there is anything that you are not happy with - We are here to help you**

If you feel that we have not been able to help you, then you can contact NZQA, their address is [www.nzqa.govt.nz](http://www.nzqa.govt.nz), or free phone 0800 697 296. Or contact iStudent Complaints which is an independent dispute resolution scheme established by the New Zealand Government to encourage swift settlement of contractual and financial disputes between international students and their education providers in New Zealand 0800 006675 or email [complaints@istudent.org.nz](mailto:complaints@istudent.org.nz) or <http://www.fairwayresolution.com/got-a-dispute/istudent-complaints>