

# GOT A PROBLEM? LET'S GET IT SORTED

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.

Problems with  
your  
homestay or  
caregiver

Problems  
with your  
schoolwork,  
teachers,  
assessments

Problems  
with other  
students

Problems  
with fees,  
refunds,  
insurance,  
enrolment

Talk to Mrs  
Kathy  
Lauridsen



Talk to

The classroom  
teacher

Talk to

The classroom  
teacher or Mrs  
Kathy Lauridsen

Talk to Mrs  
Kathy  
Lauridsen



If you are still not happy talk to the  
Director of International Students or The Principal



Not happy with the outcome? Ask a trusted staff  
member to help you approach the Principal or Board of  
Trustees

If you are not satisfied by the outcome of our complaints process, you may notify the New Zealand Qualifications Authority (NZQA). Please refer to the [NZQA website](#) for more information on their role and process.

You may also be able to take your complaint to [Study Complaints](#) – a dispute resolution provider specialising in supporting international students in resolving disputes with their schools.