

Ngā amuamu tauira
Study complaints



fair
way



kia tau
YOUR EXPERTS
IN DISPUTE
RESOLUTION

Fact sheet about Study Complaints | Ngā Amuamu Tauira



Published: April 2024



About

Study Complaints | Ngā Amuamu Taura



Ngā amuamu taura
Study complaints



In this document:

- Study Complaints | Ngā Amuamu Taura will be called **Study Complaints**
- the word **we** means Study Complaints.



Study Complaints is a service that supports:

- **domestic tertiary students**
- **international students.**



A **complaint** is telling someone:

- there is a problem
- something is wrong.



Domestic tertiary students are students from New Zealand:

- who study at places you go to after high school like:
 - universities
 - polytechnics.



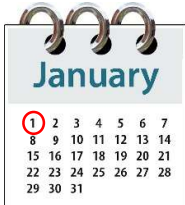
International students are students from other countries who have come to New Zealand to study at a:

- primary school level
- secondary school level
- tertiary level.



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We are managed by **Fair Way**.



Fair Way:

- is an experienced **dispute resolution** provider
- was appointed by the Ministry of Education to provide the Study Complaint service from **1 January 2024**.



Disputes are disagreements.



Dispute resolution is when people who disagree get support to sort things out together.



Our service is free for:

- students
- education providers like universities.



What we do



We work with students to help with any disputes they have with education providers in New Zealand.



We are:

- free which means it will not cost you any money to ask us to assist you
- independent which means we are not connected to another group
- here to assist.



We can assist with:



- **financial matters**
- **contractual matters**
- **redress claims.**



We will go through what each of these means on pages **8 to 10**.

Things we do not assist with are:



- students thinking the education they are getting is not good enough



- complaints from domestic students who are in:

- primary school
- secondary school like high school.



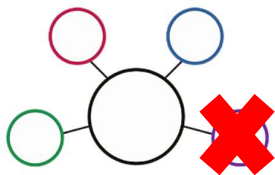
Financial matters



Financial matters are things to do with money like:

- refunds which means wanting your money back
- fees which means the money it costs to study.

Contractual matters



Contractual matters are things you have an agreement with your educational provider about like:

- contracts to study
- accommodation like if you are staying in student housing
- changes to your study programme
- what happens when a programme you signed up for is no longer available.

Redress claims

Redress claims are when:

- **New Zealand Qualifications Authority / NZQA** finds the place you study has not followed the **Educational Code of Practice 2021**.
- you ask the place you study to make things right by:
 - paying you money
 - doing something.



NZQA is an organisation that is part of the Government that makes sure everyone:

- gets a good education
- has records of their education.

New Zealand Government

The Educational Code of Practice 2021 was started by the New Zealand Government to make sure all tertiary education providers support their students well.



More information about NZQA can be found on their **website**:

www.shorturl.at/pDW89



This information is not in Easy Read.

How Study Complaints can help you



If you have a problem with your education provider we can assist you to:



- get to an agreement quickly
- bring in someone who can support everyone to come to an agreement
- make a decision if you can not make an agreement together.



How to contact us



You can contact us:

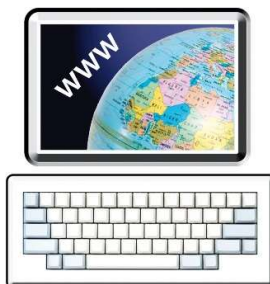
- by phone:

0800 00 66 75



- by email:

help@studycomplaints.org.nz



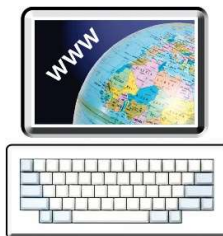
- on our website:

www.studycomplaints.org.nz



If you find it hard to use the phone the New Zealand Relay service is for people who are:

- Deaf / hard of hearing
- deafblind
- speech impaired / find it hard to talk.



You can find out more about the New Zealand Relay service at:

www.nzrelay.co.nz

We will do our best to:



- support you
- guide you
- make everything as easy as possible for everyone.



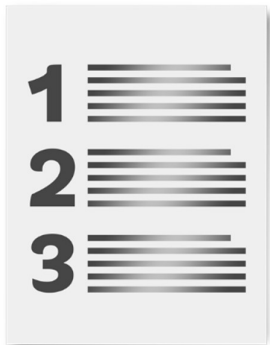
Please let us know If you need any extra assistance like an interpreter.

More information



You can find out more about us on our website at:

www.studycomplaints.org.nz



A list of questions we get asked a lot is available at this website:

www.shorturl.at/dEIOZ



This list is not in Easy Read.

Information in alternative formats is also available on our website at:



www.shorturl.at/jBIKU



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This information has been written by
Fair Way Resolution Limited.

Make it Easy
Kia Māmā Mai



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