Fair Way logo

"Fair Way" written on the left-hand side and "kai tau your experts in dispute resolution" on the right-hand side 

Fact sheet about

Study Complaints ⎜

Ngā Amuamu Tauira



  
   
  
  
Published: April 2024

# About Study Complaints ⎜Ngā Amuamu Tauira



In this document:

Study Complaints **⎜**Ngā Amuamu Tauira will be called **Study Complaints**

the word **we** means Study Complaints.

**Study Complaints** is a service that supports:

**domestic tertiary students**

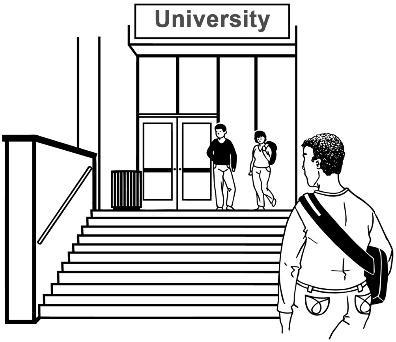
**international students**.

A **complaint** is telling someone:

there is a problem

something is wrong.

**Domestic tertiary students** are students from New Zealand:

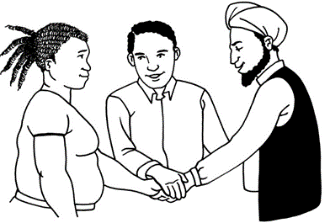
who study at places you go to after high school like:

* universities
* polytechnics.

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

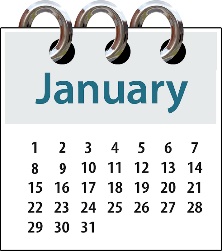
* primary school level
* secondary school level
* tertiary level.

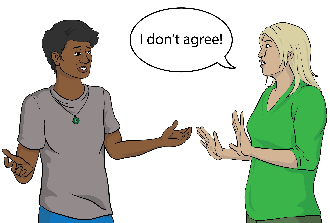
We are managed by **Fair Way**.

**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**.





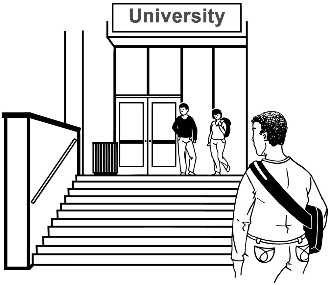
**Disputes** are disagreements.



**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



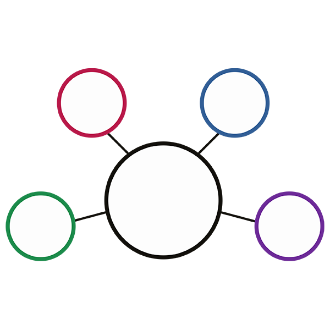
**Contractual matters** are things you have an agreement with your educational provider about like:

contracts to study

accommodation like if you are staying in student housing

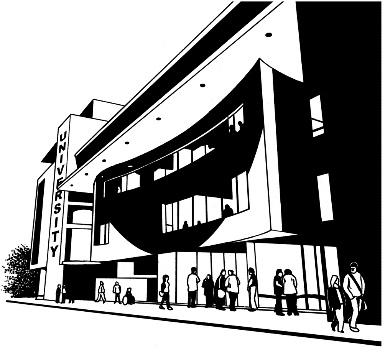
changes to your study programme

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:

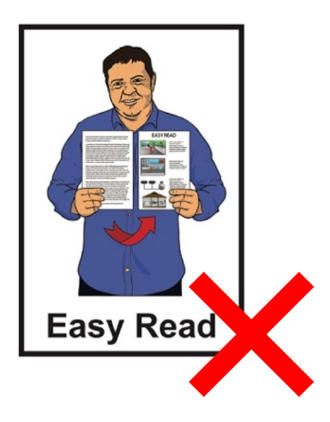
gets a good education

has records of their education.

**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**](https://shorturl.at/pDW89)

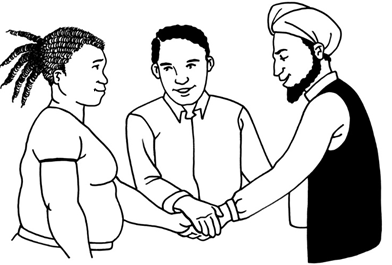
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# How Study Complaints can help you

Two men standing next to each other

Description automatically generated

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**](mailto:help@studycomplaints.org.nz)

on our website:  
  
[**www.studycomplaints.org.nz**](http://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**](http://www.nzrelay.co.nz)

We will do our best to:

support you

guide you

make everything as easy as possible for everyone.

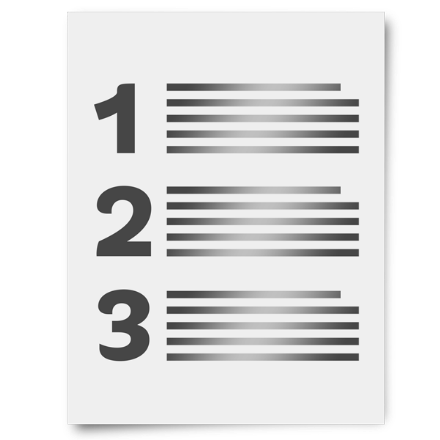
Please let us know If you need any extra assistance like an interpreter.

# More information



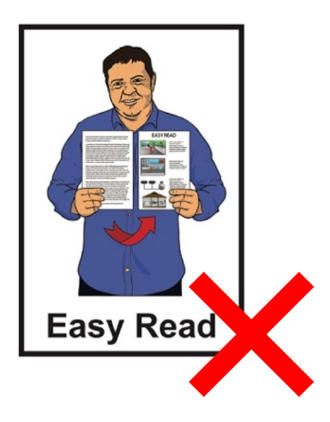
You can find out more about us on our website at:

[**www.studycomplaints.org.nz**](http://www.studycomplaints.org.nz)



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

**www.**[**shorturl.at/dEIOZ**](https://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**](https://shorturl.at/jBIKU)

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It has been translated into Easy Read by the Make it Easy Kia Māmā Mai service of People First New Zealand Ngā Tāngata Tuatahi.



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