

# Complaint Process

**If you have a complaint, it is important that you go through the right steps.**

## **Ask your school to resolve your complaint**

Bethlehem College is your first point of contact for any complaint you have, including any complaint about the agents your provider uses.

### **Step 1**

Contact the following for:

Agent Issues	Miss Houghton, International Office Manager
Financial Issues	Mrs Rippey, Homestay Manager
Homestay Issues	Mrs Rippey, Homestay Manager
Academic Issues	Mrs Blears, Academic Dean

### **Step 2**

If the complaint is not dealt with to your satisfaction, bring the issue to Mr Vukona, Director of International.

### **Step 3**

If you are still not satisfied with the matter, you may ask Mr Larne Edmeades, College Principal, to consider the matter or failing a satisfactory outcome, the Chairman of the Board of Trustees.

## **If your complaint is not resolved**

If Bethlehem College has not resolved your complaint, and you still wish to have it resolved, then you can contact NZQA. They can provide an independent assessment of your complaint and will either investigate your concerns or advise you what you can do next.

You can submit your complaint query on the NZQA website or contact them on:

**Web:** <https://www2.nzqa.govt.nz/about-us/contact-us/complaint/code-of-pastoral-care/>

**Ph:** 0800 697 296

## **iStudent Complaints**

Financial or Contractual Disputes are handled by iStudent Complaints. Their web site has lots of helpful information, links and resources.

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

**Email:** [complaints@istudent.org.nz](mailto:complaints@istudent.org.nz)

**Ph:** 0800 00 66 75 or +64 4 918 4975 from outside New Zealand

If you have any questions regarding this procedure, please do not hesitate to ask.

**Ilati Vukona (Mr)**  
**Director, International**  
**Bethlehem College**

For further information on the Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021 go to:

[www.nzqa.govt.nz](http://www.nzqa.govt.nz)