Complaints Procedure for International Students

If you have a concern about any aspect of your experience of the University you are encouraged to speak directly with the relevant staff member who is most directly associated with the matter to see if they can help you. However, if this does not resolve your concern or if the problem is more serious, you can follow the process below to make a formal complaint.

**STEP 1**
Fill in the Student Complaints Form with the details of your complaint (see link below)

**STEP 2**
Submit the form to the relevant Dean or Director within three months of the problem happening

**STEP 3**
You will be advised of the outcome of your complaint in writing within 28 days

More information
If you need help understanding the formal complaint process you can speak with an International Student Advisor or an Advocate from the Waikato Students’ Union. You may bring a support person such as a friend, family member or a homestay parent to any meetings regarding your complaint.

You can find more information on the Student Complaints Procedures, including a link to the Student Complaints Form at:
calendar.waikato.ac.nz/procedures/studentcomplaints.html

Escalating your complaint
If you are unhappy with the outcome of your formal complaint you can submit an appeal to the Senior Deputy Vice-Chancellor.

If you are unhappy with the outcome of that appeal you can then contact the New Zealand Qualifications Authority (NZQA), a Government organisation with responsibility for ensuring that the University fulfils its responsibilities under the Code of Practice for the Pastoral Care of International Students. You can submit your complaint on the NZQA website, contact NZQA by phone on **0800 697 296** or send an email to qadrisk@nzqa.govt.nz

The iStudent Complaints financial or contractual dispute resolution service, is also available to international students. You can contact iStudent Complaints by phone on **0800 006 675**.

Contact details
International Student Services Office
Level 2, Student Centre
Phone: **0800 WAIKATO** (0800 924 528)
Email: info@waikato.ac.nz

WHERE THE WORLD IS GOING
waikato.ac.nz