

What to do if you have a problem or concern about something at NZMA



STEP 1

Talk to your Tutor

OR

Talk to another staff member

OR

Talk to your Student Rep or Kaiāwhina / Tuakana

If you have talked it through, but your problem or concern is still **not** solved, it can be taken to campus management as a formal complaint.



STEP 2

Make a formal complaint to the Campus Manager using the complaint form.

Ask a staff member for the complaints form, they can support you to fill out the details.

When Your Campus Manager gets the form, they will send you written information within 2 working days about next steps of the process, and a meeting date. You can bring a support person (whanau/family member/friend/classmate etc) to the meeting.

If your complaint is **not** resolved after meeting with the Campus Management, then you can ask for it to be escalated to the Head of Operations.



STEP 3

Escalate complaint to the NZMA Head of Operations

When the Head of Operations has been notified of your complaint, they will send you written information within 2 working days about next steps of the process, and a meeting date.

You can bring a support person (whanau/family member/friend/classmate) to the meeting.



*If your complaint is **not** resolved after completing Steps 1-3, you can make a complaint with NZQA.*

If you have a financial or contractual dispute NZQA will refer you to the Student Dispute Resolution Scheme (DRS) Operator.

NZQA

The NZQA website give instructions on how to make a complaint about a provider/use the DRS, <https://www.nzqa.govt.nz/about-us/make-a-complaint/make-a-complaint-about-a-provider/>.

You can also contact NZQA at risk@nzqa.govt.nz or 0800 697 296 for information on the process.