# Complaints Procedures

In all instances when you are not entirely happy, we want to help.

* In the first instance, you should talk to your Class Trainer who is directly responsible for your pastoral care. They will talk it through with you and discuss a way forward
* If you are not satisfied with this result, you can then escalate to the Head of Training, as the person in Management responsible for the academic department
* The Campus Manager is available for any concerns/complaint that the Head of Training is unable to manage
* If you are unsatisfied by campus staff in dealing with your concern/complaint, you can contact the General Manager in writing, outlining your concerns and the discussions held to date with the campus staff.

**General Manager**

New Zealand School of Tourism, 766 River Road, Hamilton 3210, Ph: (07) 853 0291

In all stages, the staff member managing your concerns will discuss with you (and other relevant parties) to attempt to solve it.

In extreme cases where a resolution is not found, you can contact NZQA. They will then determine if we have followed a fair and reasonable path in line with our company expectations. NZQA advises that students must make a genuine effort to resolve their concerns by following the organisation’s formal complaint process, before making a formal complaint to NZQA. More information can be found here -https://www.nzqa.govt.nz/about-us/make-a-complaint/make-a-complaint-about-a-provider/

**New Zealand Qualifications Authority**

The Terrace, PO Box 160, Wellington 6140

Ph: 0800 697 296

## Flow chart of complaints procedure process

Who shall I talk to if I disagree with actions/decisions of New Zealand School of Tourism?

CLASS TRAINER

HEAD OF TRAINING

CAMPUS MANAGER

GENERAL MANAGER

If not resolved

NZQA

If not resolved

If not resolved

If not resolved

**Remember:** In all circumstances, NZQA and New Zealand School of Tourism Ltd. will stand by the guidelines outlined in this handbook as a point of reference when making decisions.