

## **UUNZ Student Grievance Policy and Procedure**

Complaints can be made to the person responsible for the area of the concern direct or to the student service staff as appropriate. The student may complete the Complaint Form available on Level 6. If a student is unhappy with the outcome, the matter will be referred to the Board of Directors and their decision will be final.

If a student have a complaint about UUNZ Institute of Business breaching the Education (Pastoral Care of International Students) Code of Practice 2016, follow UUNZ Institute of Business formal complaint process first.

If this does not resolve your complaint, you can contact the New Zealand Qualifications Authority (NZQA) by phone on 0800 697 296 or email [qadrisk@nzqa.govt.nz](mailto:qadrisk@nzqa.govt.nz).

Or, you can contact iStudent Complaints by phone on 0800 00 66 75. More information is available on the iStudent Complaints website:

<https://www.istudent.org.nz/>.

## UUNZ Grievance Procedures

