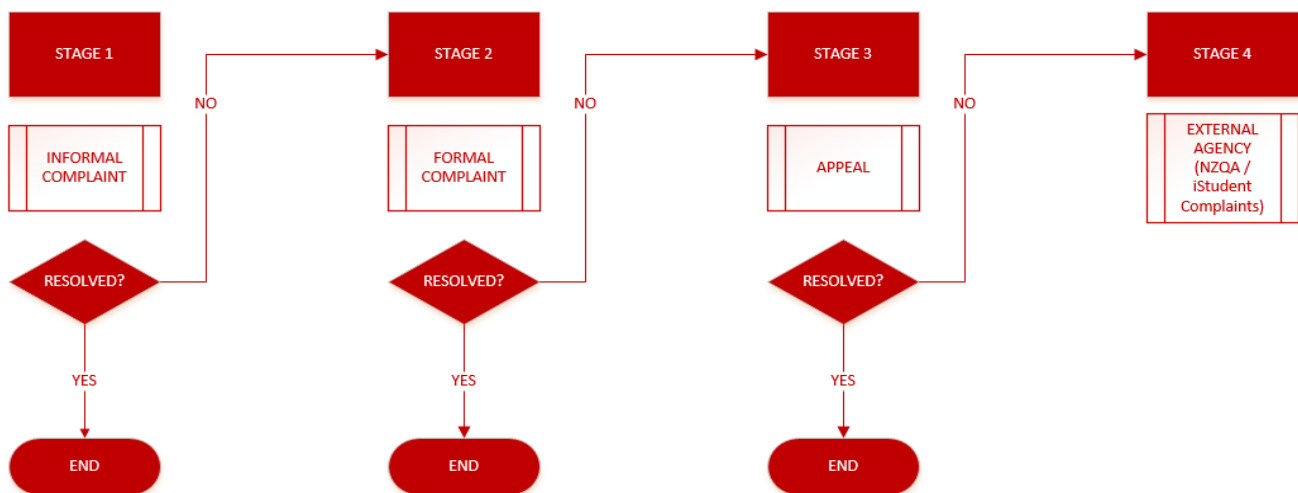


## UC International College Complaints Process

Please refer to the Student Complaints Policy for full information regarding the process and timeframes: <https://www.ucic.ac.nz/policies>

### UCIC Complaints process flow chart:



### Internal Procedures:

1. Make a time to talk to a staff member about your concern or issue in private. This could be your teacher (for matters relating to your academic study), the Student Welfare Officer or Student Services staff. We would like to resolve your issue informally and as close as possible to the time you became aware of the issue. If it is more appropriate that another staff member helps you, your complaint will be referred to them.
2. A solution to your issue will be suggested. If your complaint involves another student or staff member then that person will be given the opportunity to respond and their response will be considered before a solution is suggested - or the staff member may facilitate a meeting between you. At all meetings during the complaints process, you are welcome to bring a support person.
3. If you are not satisfied with the outcome or proposal after your attempt at informal resolution, you can make a formal complaint. To do this, you will be asked to put your complaint in writing to the Quality and Compliance Coordinator, within (5) working days. You will need to complete a Formal Complaints Form, outlining what actions you have taken to resolve the process informally. (Forms are available from the Front Desk at Alice Candy or by emailing [student\\_services@ucic.ac.nz](mailto:student_services@ucic.ac.nz)).
4. The Quality and Compliance Coordinator will refer your complaint to the appropriate senior staff member who will make a time to discuss the complaint with you. (You are welcome to bring a support person).

5. The senior staff member will decide upon an outcome and action to be taken and inform you of this in writing and/or met with you.
6. If you are unsatisfied with the outcome, you may appeal to the Appeals and Grievance Committee for reconsideration. Forms for appeals are available from the Quality and Compliance Coordinator or the UCIC office. Refer to the Appeal Guidelines and Appeal Procedures for further information.

### **External Complaints Procedures:**

7. If you feel that UC International College has not resolved your complaint, and you still wish to have it resolved, you can contact NZQA. NZQA is an external government organisation. It can provide an independent assessment of your complaint and will either investigate your concerns or advise you what you can do next.

8. **How can I contact the New Zealand Qualifications Authority?**

Further information about making a complaint about a provider's compliance with the Code of Practice can be found at: [www.nzqa.govt.nz/about-us/make-a-complaint/make-a-complaint-about-a-provider/](http://www.nzqa.govt.nz/about-us/make-a-complaint/make-a-complaint-about-a-provider/)

9. For financial or contractual disputes, complainants should contact iStudent Complaints, an independent service administering the International Student Contract Resolution Scheme Rules 2016. See: [www.istudent.org.nz](http://www.istudent.org.nz)

There is no cost associated with having a case heard by NZQA or iStudent Complaints.

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**UC International College** is a signatory to the Education (Pastoral Care of International Students) Code of Practice 2016 (and amendments).

**The New Zealand Code of Practice for the Pastoral Care of International Students** sets standards for education providers to ensure that:

- The quality of teaching and learning received meets high professional standards.
- The recruitment of international students is undertaken in an ethical and responsible manner.
- Marketing information supplied to international students before they enrol is comprehensive, accurate, and up-to-date.
- The education provider's agents give reliable information and act with integrity and professionalism.
- Students are provided with information prior to entering into any commitments.
- Contractual dealings with international students are conducted in an ethical and responsible manner.
- The particular needs of international students are recognised.
- International students are in safe accommodation.
- Enough information and support provided to help with your enrolment.
- All providers have fair and equitable internal procedures for the resolution of international student grievances.

To find out more about this Code please check the NZQA website <http://nzqa.govt.nz/studying-in-new-zealand/coming-to-study-in-new-zealand/international-student-care/> or ask at UC International College reception to see a copy of the Code.