



Dispute Resolution Scheme

What to do if you have a complaint

If you have a complaint, it is important that you go through the right steps. Here is what you need to do.

Ask us to resolve your complaint

International Culinary Studio (ICS) is your first point of contact for any complaint you have.

Please refer to the complaints process in the [ICS Student Handbook](#) and follow that process to see if your complaint can be resolved by us.

If your complaint is not resolved – contact NZQA

If ICS has not resolved your complaint, and you still wish to have it resolved, then you can contact NZQA. NZQA is a government organisation. They can provide an independent assessment of your complaint and will either investigate your concerns or advise you what you can do next.

You can submit your complaint query on the NZQA website, or send an email to risk@nzqa.govt.nz

If you need more information on the complaints process, contact NZQA on 0800 697 296.

Or – if it is a financial dispute – you can contact iStudent Complaints

iStudent Complaints is available to help you resolve financial or contractual disputes with your education provider. There is no cost to you for this service.

iStudent Complaints is an independent service with experience in helping people to resolve disputes. You can contact iStudent Complaints on 0800 00 66 75 or www.istudent.org.nz

New Zealand's quality standards

All international students enrolled with a New Zealand education provider are covered by the New Zealand Government's Education (Pastoral Care of International Students) Code of Practice 2016.

This is legislation that outlines the level of care that education providers, such as ICS must provide to international students while they study.

The education system is regulated with strong quality assurance systems across the board.

In general, as an international student you can expect from us that:

- the quality of teaching and learning you receive will meet high educational standards
- the marketing and promotion information you receive before you enrol is clear, complete and accurate so you can make a well-informed decision about whether an education provider is the right choice for you
- you will receive enough information and support to help you with your enrolment, including understanding the legal obligations you have, and that you will receive all the proper documentation

The New Zealand Government's Education (Pastoral Care of International Students) Code of Practice 2016 is a document that clearly outlines the full legal requirements that education providers enrolling international students must abide by – to read this, go to the NZQA website.