

Ngā amuamu tauira Study complaints



Domestic Tertiary Student and International Student Contract Dispute Resolution Scheme

We're here to help international students and domestic tertiary learners to resolve disputes with their education providers.

Transition arrangements

The new Study Complaints | Ngā Amuamu Tauira service is available from Friday 8 December 2023.

The service is being made available early to enable a transition period between the two existing schemes (Tertiary Education Dispute Resolution and iStudent Complaints) and the new combined scheme (Study Complaints | Ngā Amuamu Tauira).

This makes it easier for any students who wish to begin the process and for any disputes in progress to transition to the new service before the summer holiday period.

During the transition period, you can continue to contact any of the schemes and will be referred to the right place.

Available from 8 December 2023

New complaints

If you are an international student or a domestic tertiary learner and you have an unresolved complaint about a New Zealand education provider, Study Complaints | Ngā Amuamu Taurira can help.

While the service officially starts on 1 January, to support access and continuity of service, from 8 December 2023 you can contact the Study Complaints | Ngā Amuamu Taurira service about:

- **Financial matters**
- **Contractual matters**
- **Redress claims after an NZQA investigation.**

You can get started by contacting us by:

Free phone:

0800 00 66 75

Email:

help@studycomplaints.org.nz

Online:

www.studycomplaints.org.nz

For more information

If you have any questions or if you would like any information on the new service, please contact us at help@studycomplaints.org.nz

Disputes in progress

Any disputes not resolved by the end of the year will be transitioned across to the new service with your agreement.

A member of the Study Complaints | Ngā Amuamu Taurira team will be in touch with any students and their education providers to share information and to ensure a seamless transition for you.

Where possible, the same mediator or adjudicator will continue to work with you.

Please note that Study Complaints | Ngā Amuamu Taurira may not be able to progress any new complaints from students until the Education (Domestic Tertiary Student and International Student Contract Dispute Resolution Scheme) Rules 2023 come into effect on 1 January 2024 and their Education Provider has reopened following the holiday period.

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