


Complaint Form

 **What is this form for?** You wish to make a complaint against your education provider or its agent regarding an alleged breach of the *Code of Practice for the Pastoral Care of International Students*.

Important information

1. Please complete this form in English. This form must be completed in the name of the complainant.
2. Please print in CAPITAL LETTERS
3. Please submit this form by post or email. If you submit this form by email please save the document with the complainants name being the title of the document. Please scan or copy all other relevant information and attach to your application (see Part 7). The Tribunal contact details are at the end of this form.

Definitions

International Student An 'international student' is a person who is enrolled with a provider and who is not a domestic student.

Complainant The complainant is the international student who is making a complaint about their education provider.

Mailing Address A mailing address is the address you wish to have information sent to.

Representative A representative is someone who acts on behalf of the complainant. For example you may choose to have your parent act for you.

Provider The education provider is your school or institution or private training establishment. The provider must be a signatory to the Code of Practice for the Pastoral Care of International Students.

A Guide to the International Education Appeal Authority

What do I need to do first?

If you have concerns about how you have been treated by your education provider or by an agent of the provider, the first thing you must do is contact the Principal, the International Student Director, or another person who has been identified to you as someone that you can approach about complaints.

They will have an internal complaint process that you will need to go through before you can take your complaint any further.

If your concerns are not resolved by your provider's internal complaint process, you can then make a complaint to the International Education Appeal Authority (IEAA).

How do I make a complaint to the IEAA?

The (IEAA) is an independent body established to deal with complaints from international students about pastoral care aspects of advice and services received from their education provider or the provider's agent.

The IEAA enforces the standards contained within the *Code of Practice for the Pastoral Care of International Students*.

The 'Complaint Form' asks you to 'explain why you believe the Institution or School has breached its obligation(s) to you under the *Code of Practice for the Pastoral Care of International Students*?

A copy of the *Code of Practice for the Pastoral Care of International Students* can be found at www.minedu.govt.nz. Click the link on the left side of the page:

1. International Education
2. International Students and Parents
3. Code of Practise for Students and Parents

All personal information provided to the IEAA will be dealt with in accordance with the Privacy Act 1993.

Please fill in all sections below:

Part 1: Complainant

What is your name?

Surname(s)
First name(s)
Middle name(s)
Other names you are using or are known by

What is your date of birth?

/	/	(day / month / year)
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Where do you live now?

Flat/house number	Street name	
Suburb	City/town	Post code

What is your mailing address in New Zealand? (If different from above)

Post code

What is your mailing address in your home country?

Post code

How can we contact you?

Email address	
Daytime contact phone number ()	Mobile

If you give us your mobile number or email address we can use these to send you text messages or emails regarding your case.

What type is your current visa? (eg, student visa – please attach a copy of your visa)

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What is your visa number? (eg, student visa number)

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What is your passport number? (Please attach a copy of the photo page of your passport)

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What is your Nationality on your passport?

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Please advise the IEAA if your contact details change.

