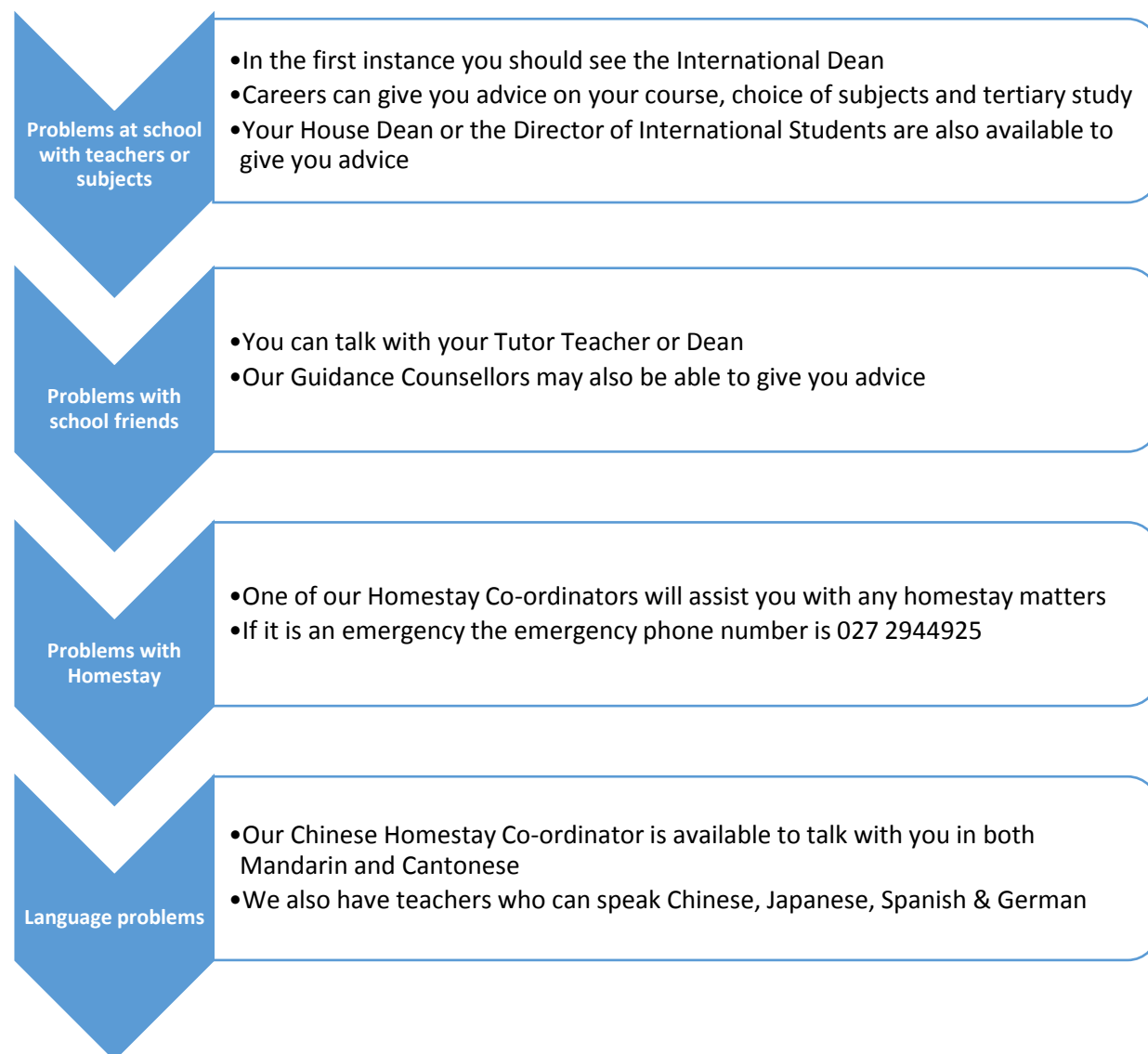


WHAT TO DO IF YOU HAVE A PROBLEM...

If you do have a problem, please ask for help while it is still a little problem. Do not wait for it to become a big problem. If you are not confident that your English is good enough, you can always bring a friend who has better English.



If you are still not satisfied you or your parents can write to the Principal, Mr Michael Williams.

If you feel your problem is not being solved by the school, you can contact the New Zealand Qualifications Authority (NZQA) www.nzqa.govt.nz Phone 0800 697296 or gadrisk@nzqa.govt.nz

If it is a financial or contractual dispute, you can contact iStudent Complaints by phone on 0800 006675. More information is available on the iStudent Complaints website: www.istudent.org.nz

You must be able to show them that you have tried to get the school to act before you contact them. They will consult the school to see if anything can be done to help you.

Pakuranga College has agreed to observe and be bound by the Education (Pastoral Care of International Students) Code of Practice 2016 published by the Ministry of Education and administered by NZQA. Please see link for copies of [The Education code 2016](#).