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# Ngā amuamu tauira Study complaints



# Fact Sheet on Study Complaints | Ngā Amuamu Tauira

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Blind Low Vision NZ, Auckland

**TN:** The logo on the top of the page is Ngā Amuamu  
Tauira Study Complaints

# Fact Sheet on Study Complaints | Ngā Amuamu Taurira

## Introduction

If you need some help to sort out a complaint you can talk to Study Complaints | Ngā Amuamu Taurira.

Study Complaints | Ngā Amuamu Taurira is the Domestic Tertiary Student and International Student Contract Dispute Resolution Scheme.

We are operated by Fair Way, an experienced dispute resolution provider who were appointed by The Minister of Education to deliver this service from 1 January 2024.

## What we do

We work with domestic tertiary learners and international students so they can resolve disputes with education providers in Aotearoa.

We're free, independent and here to help.

We can assist with:

- **Financial matters** – involve money, for example refunds, fees and claims for compensation

- **Contractual matters** – involve agreements, for example contracts to study, accommodation arranged through your provider, changes to study programmes or course closures
- **Redress claims** – involve requests for money or actions to set things right after an NZQA investigation finds that there has been a breach of the Code.

Other matters, for example complaints about the quality of education or complaints involving domestic students at primary or secondary school, are outside our service.

If you are not sure who to contact about an issue, you can ask us at Study Complaints | Ngā Amuamu Tauira and we'll try get you to the right place.

## **How we can help**

We can help you find an early resolution, arrange mediation or make a decision if you can't reach an agreement together. Our service is free for students and education providers.

## **How to get started**

It's easy to get started, simply get in touch!

- **Phone:** 0800 00 66 75
- **Email:** [help@studycomplaints.org.nz](mailto:help@studycomplaints.org.nz)
- **Online:** [www.studycomplaints.org.nz](http://www.studycomplaints.org.nz)

If you are Deaf, hard of hearing, deafblind, speech impaired or find it hard to talk, you can use the New Zealand Relay Service – [www.nzrelay.co.nz](http://www.nzrelay.co.nz)

We'll support and guide you, every step of the way, so everyone can move forward.

We do our best to make the process as easy as possible for everyone to participate. If you have any special requirements, please let us know as soon as possible so we can make suitable arrangements.

## **How to find out more**

You can find out more about us on our website – [www.studycomplaints.org.nz](http://www.studycomplaints.org.nz)

We have a helpful list of frequently asked questions available – [www.studycomplaints.org.nz/resources/faq](http://www.studycomplaints.org.nz/resources/faq)

If you have any questions or if you would like to talk to our team, please freephone us on 0800 00 66 75 or contact us at [help@studycomplaints.org.nz](mailto:help@studycomplaints.org.nz)

**End of Fact Sheet on Study Complaints**