

Policy title	International students Complaints Policy
Policy area	Academic Board / C&E / Director
Policy available for Students – yes/no	Yes
Policy detail	<p>TLC is committed to treating complaints fairly and promptly.</p> <p>A complaint must be made in good faith based on evidence that the complainant believes to be true.</p>
Procedures	<p>We want your time here at The Learning Connexion to be enjoyable, however, when things do not go as well as we may like, here are some ideas about what you can do.</p> <p>If you have a complaint or problem, first talk to your tutors. If this does not solve the problem, then speak to the International Student Advisor and/or member of the Strategy team at The Learning Connexion.</p> <p>If the problem is not resolved it may be brought to the attention of the New Zealand Qualifications Authority: telephone 0800 697 296. Email: helpdesk@nzqa.govt.nz.</p> <p>If your complaint is financial or contractual you can contact FairWay Resolution; iStudent Complaints team. The service is free and they will arrange an interpreter if necessary.</p> <p>Telephone 0800 00 66 75 Email: complaints@istudent.org.nz Website: http://www.fairwayresolution.com/got-a-dispute/istudent-complaints</p>
Date created	Unknown
Review Date	Oct 2019, Oct 2020, Dec 2021, June 2022
Next Review Date	June 2023
Links	<p>https://www.nzqa.govt.nz/about-us/make-a-complaint/make-a-complaint-about-a-provider/</p> <p>https://www.tlc.ac.nz/current-students/student-services/complaints-procedure/</p>