

Complaints Procedure for International Students at Aoraki Polytechnic

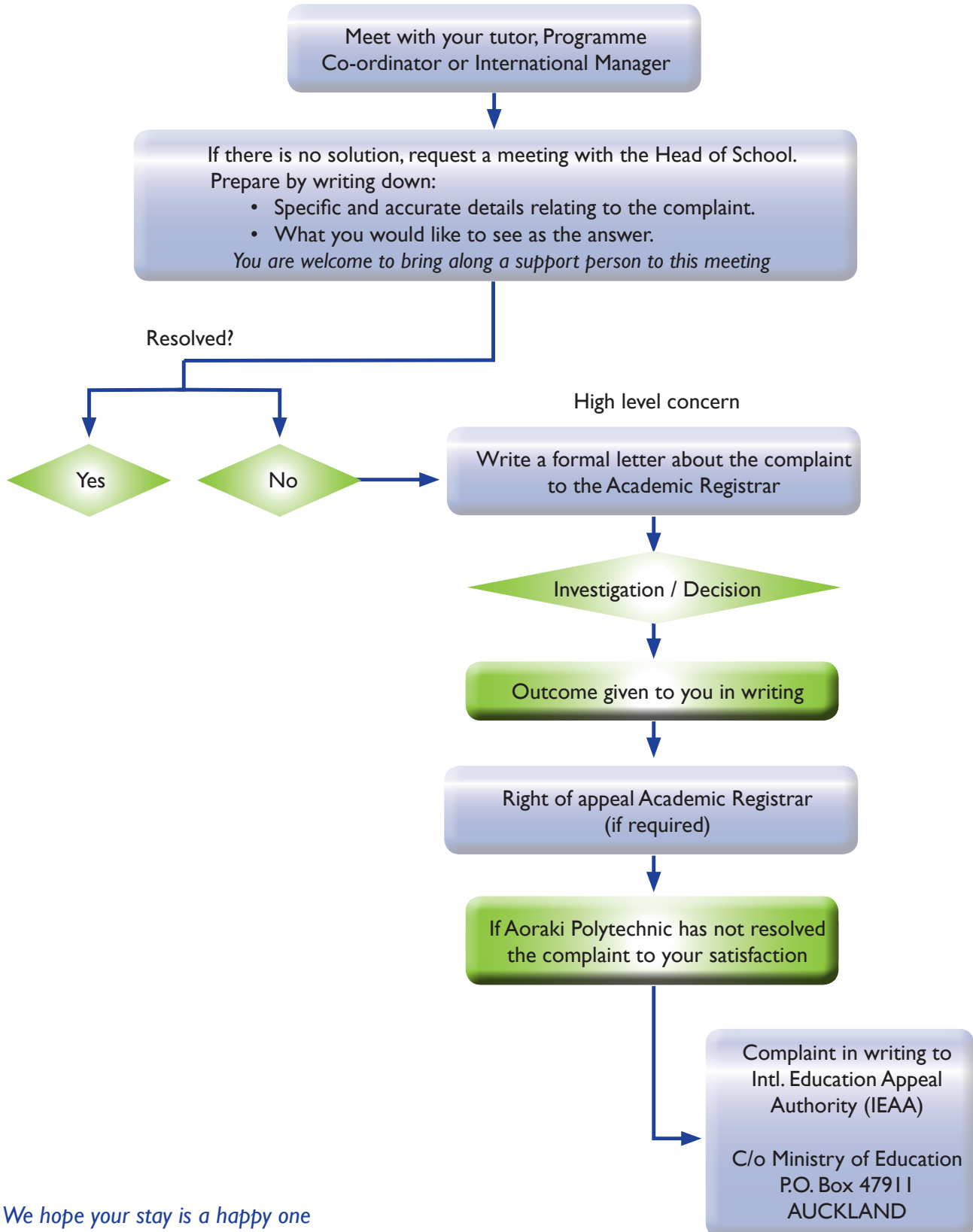
You have the right to make a complaint about the Institute, the staff or any aspect of your study at Aoraki Polytechnic and have the complaint heard and satisfactorily dealt with.

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.

At all stages of the internal complaint process you are entitled to have support or representation, however if costs are involved then you will be responsible for them.

If you make a complaint you should follow this procedure:



We hope your stay is a happy one