

# APPEALS AND COMPLAINTS

**Step 1: Talk to your tutor. It is OK to ask for their help and advice.**

向任课老师反映情况，可以寻求他们的帮助和建议

Student satisfied? 学生满意? YES 是  
NO 否

Finish 结束

**Step 2: Ask at reception for a Complaints Form. Fill this in with as much detail as possible and return it to the School Officer at reception. The most appropriate staff will deal with it and give you a written report. Expect to be interviewed about the complaint. (Expect action within 3 working days)** 在前台处拿取学生投诉表。尽可能详细的填写细节后交给学校工作人员。学校工作人员将会处理并且给你一份书面报告。（处理时间在三个工作日之内）

Student satisfied? 学生满意? YES 是  
NO 否

Finish 结束

**Step 3: Submit another Complaints form. The School Manager and Academic Committee will review your complaint. You will receive a written response. (Expect action within 5 working days)** 再提交一份投诉表，学校主任和学术委员会将会审查你的投诉。你将收到一份书面回复。（处理时间在5个工作日之内）

Student satisfied? 学生满意? YES 是  
NO 否

Finish 结束

**Step 4: If still not satisfied, the matter will be referred to an Appeals Subcommittee of the Local Advisory Board (a lawyer and experienced tutor). Their decision will be the final one able to be obtained from ICENZ. (Expect action within 5 working days)** 如果学生还不满意，该事宜将提交给本地顾问委员会的上诉委员会（律师和有经验的老师）。他们的决定将会是学生在 ICENZ 得到的最后的决定。

**Step 5: If you are still not satisfied you can contact NZQA. NZQA is a government organisation. They can provide an independent assessment of your complaint.** 如果你仍然不满意，你可联系 NZQA。NZQA 是政府机构，他们可以提供一份关于投诉事件的独立评价。

**Download the "Complaint Form" from NZQA and send your completed form along with any supporting evidence to** 从 NZQA 网站上下载“投诉表”，填完表之后和任何辅助证据一起寄往以下地址：

**The Complaints Officer, Quality Assurance Division  
PO Box 160, Wellington 6140  
Ph. 0800 697 296**

**or 或者**

**email a scan of your completed form and supporting documents to**

电邮扫描文件到：[aadrisk@nzqa.govt.nz](mailto:aadrisk@nzqa.govt.nz)