

GOT A PROBLEM? LET'S GET IT SORTED

If something is making you unhappy, talk to someone to help solve the problem.

You can ask a friend or another person to support you

Problems
with your
homestay or
caregiver

Problems
with your
schoolwork,
teachers,
assessments

Problems
with other
students

Problems
with fees,
refunds,
insurance,
enrolment

Talk to

Homestay
Coordinator

Talk to

International Dean

Talk to

International Dean

Talk to

International
Administrator

If you are still not happy talk to the
International Student Director

International Department email international1@waihekehigh.school.nz

Not happy with the outcome?

Ask a trusted staff member to help you approach the
Principal or email principal@waihekehigh.school.nz or the
Board of Trustees office@waihekehigh.school.nz

If you think the school has not found a satisfactory
solution and is in breach of the Code contact NZQA
[0800 697 296](tel:0800697296)

Submit a complaint query on the
NZQA website [Learner complaints :: NZQA](https://www.nzqa.govt.nz/learn/learner-complaints/)
or email risk@nzqa.govt.nz

If your complaint is about fees, contact Study Complaints
[Make a complaint | Study Complaints](#)