

**If You Have a Problem/Complaint**

If you have a complaint or a problem, here is what to do to get a solution. You can bring a support person with you, if you are not comfortable making the complaint by yourself. Staff members will listen to your complaint without prejudice.

 A complaint can be about pastoral care, your class, the premises, your teachers, your homestay. Whatever the complaint, CCEL will try to respond to it quickly and effectively. We will keep you informed with what is happening with the complaint.

A summary of complaints received will be published on our website at the end of each year. A copy of this can be requested in writing from gareth.williams@ccel.co.nz

If you have a problem, please let us know. You can talk to your teacher, or one of our Student Support Team. You can also make an appointment to talk to the CCEL Principal.
*Are you satisfied with the outcome?*

No

Yes

Our school is a member of English New Zealand. If you have a complaint, we haven’t been able to resolve, you may wish to write to our professional body and ask for assistance using admin@englishnewzealand.co.nz
*Are you satisfied with the outcome?*

No

Yes

If you are not satisfied by the outcome of our complaints process, you may be able to raise your concerns externally. The New Zealand Qualifications Authority’s [**website**](https://www2.nzqa.govt.nz/about-us/contact-us/complaint/education-provider/other-organisations/) provides useful information about the avenues available to you.

Anyone wanting to notify NZQA of any concerns will need to complete a [**webform available on our website**](https://www2.nzqa.govt.nz/about-us/contact-us/complaint/education-provider/other-organisations/). Assistance with completing the form maybe provided by NZQA’s [**contact centre**](https://www2.nzqa.govt.nz/about-us/contact-us/).

 If it is a financial or contractual dispute, more information is available from Study Complaints| Ngā amuamu tauira, the combined student contract dispute resolution scheme [**http://www.studycomplaints.org.nz**](http://www.studycomplaints.org.nz) , Email: help@studycomplaints.org.nz , Free phone 0800 00 66 75

Remember: You must use the School Complaints Procedure before you contact English New Zealand or NZQA