



Student Complaint Policy

Student complaint resolution process (Internal)

If you are a student, and you have concerns related to your course or experiences with International Culinary Studio, it is especially important that you give International Culinary Studio the opportunity to respond to your concerns. You may do this informally in the first instance (for example, discussing an academic issue with your Chef Instructor) or use International Culinary Studio's formal complaint procedure if that is not successful.

International Culinary Studio Process:

1. If a student wishes to lodge a formal complaint, they can submit a complaint in writing outlining the complaint with all relevant details. Please email our Student Administrator on admin@internationalculinarystudio.com. All complaints are record in a Student Complaints and Outcomes register.
2. International Culinary Studio will acknowledge receipt of this formal written complaint within 48 hours.
3. The formal complaint will be initially investigated by the ICS employee who first receives the complaint to determine the type of complaint and the most appropriate person to resolve the matter. The complaint should be forwarded to the appropriate person within 3 days at the latest.
4. If the formal complaint is of an academic nature the matter will be referred to Academic Manager for resolution.
5. If the matter is not satisfactorily concluded the Operations Manager should be contacted to assist in the resolution of the matter.
6. If the formal complaint is of a non-academic nature the matter will be directly referred to the Operations Manager for resolution.
7. If the complaint can be resolved internally, without a meeting with the student, then a resolution should be reached within 7 days. If a meeting is required with the student, then the complaint should be resolved within 14 days to allow time to arrange the meeting.

Please note: The student may be requested to meet with the ICS representative handling their complaint to discuss any points raised in the complaint to ensure that they have all the relevant information required to make an informed decision. The student is most welcomed to bring an advocate and/or support person to all meetings with the ICS representative. All written communication and/or meetings held related to the complaint will be documented and filed for later reference.

Student complaint resolution process (External)

Should the matter not be resolved to the satisfaction of the student, there is an independent procedure for students who wish to lodge and resolve a grievance against International Culinary Studio.

- If you are a student, and you are not satisfied with the outcome of the International Culinary Studio's formal complaint process, you can raise your concerns with NZQA.

- An NZQA staff member will consider the information you provide and advise you whether NZQA can accept it for investigation as a formal complaint.
- NZQA might not be able to accept your complaint for formal investigation, if:
 - the issue is from too long ago.
 - it relates to matters that fall outside of NZQA's jurisdiction.
 - it is already being investigated by another agency.
 - the organisation has fully and appropriately dealt with the issue.
 - there is not enough evidence.
- If NZQA does carry out a formal complaint investigation, both you and International Culinary studio will have the opportunity to provide information, and NZQA will write to you to advise you of its findings.
- An alternative to NZQA is to raise your concerns with a different agency:

Check this list to see whether there is a different agency that may be able to help you:

If your concerns relate to:	You could contact:
TEDR provides a free, independent service, impartially assisting domestic learners and education providers to resolve contractual and financial disputes.	The <u>Tertiary Education Dispute Resolution (TEDR)</u>
Financial or contractual disputes with their provider for international students.	<u>iStudent Complaints</u>
Discrimination	<u>Human Rights Commission</u>
Someone's safety being at risk	<u>WorkSafe New Zealand</u> <u>New Zealand Police</u>
How information about you has been stored or used	<u>Privacy Commissioner</u>

- Enquiries and advice about making a formal complaint to NZQA

If you want to enquire about making a formal complaint or receive advice about the options available to you, please complete and submit an online enquiry form to NZQA:

Complaint enquiry form

Link Here: [Complaint Enquiry Form](#)

To make a formal complaint about an organisation:

- Download the [formal complaint form \(PDF, 145KB\)](#)
- Send your completed complaint form, along with any supporting evidence, to:

The Complaints Officer
Quality Assurance Division
P O Box 160
Wellington 6140

Or email a scan of your completed form, along with scans of any supporting evidence, to risk@nzqa.govt.nz.

If you need more information on the complaints process, contact NZQA on 0800 697 296.

- What happens next?

An NZQA staff member will consider the information you provide, and either advise you whether NZQA can accept it for investigation as a formal complaint or what else you can do to resolve your concerns.

If NZQA accepts it as a formal complaint, we will contact the organisation to explain the nature of the complaint and ask for a response. Throughout the investigation, both parties will be kept fully informed.

- Will International Culinary Studio know that I have made a formal complaint to NZQA?

Generally, yes. To make a fair decision, NZQA writes to the organisation to inform it that a formal complaint has been made. The letter includes a summary of the complaint and states who made the complaint. The organisation is asked to respond. This helps NZQA look at the complaint with information from all parties and make a balanced decision.

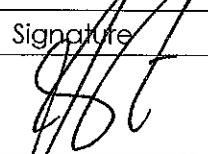
Occasionally, there are circumstances where a complainant feels there may be repercussions if the organisation is given his or her name. If you want your name to be withheld from the organisation, you must indicate this on the formal complaint form. We will discuss this with you.

What happens if NZQA upholds my formal complaint?

If NZQA's investigation shows that the International Culinary Studio policies and procedures have not been followed or that they were not applied fairly, you can use the information from the investigation to try to reach a solution with the organisation. If that is not possible, you can try other avenues, such as the Disputes Tribunal, Commerce Commission, or the courts.

NZQA does not get directly involved in negotiations between you and International Culinary Studio for issues such as refunds or other forms of compensation. However, NZQA can require that International Culinary Studio take certain actions in accordance with the Education Act or NZQA Rules.

On resolution of the complaint, a meeting should be arranged by the Operations Manager/Academic Head with the appropriate staff, to review the complaint and outcomes. Any actions needed to be taken to make improvements should then be implemented.

Signature	Date	Approved By	Title
	25/07/2022	Ingrid Ovenstone	Operations Manager

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