



# It's ok to complain

If you need some help, talk to us

We're here to help international students resolve complaints with their education providers.



0800 00 66 75

[complaints@istudent.org.nz](mailto:complaints@istudent.org.nz)

[www.istudent.org.nz](http://www.istudent.org.nz)

# We help international students resolve complaints with New Zealand education providers.

## Who we are

We are a free and independent complaints service. If you have an issue that you cannot resolve with your education provider, talk to iStudent Complaints. We can help resolve financial or contractual complaints, for example refund requests.

## What we do

We often help by:

- Finding the right information
- Getting you talking to your education provider
- Working with you and your provider to resolve the complaint.

## How do I start?

Get in touch by:

- **Phone:** 0800 00 66 75
- **Email:** [complaints@istudent.org.nz](mailto:complaints@istudent.org.nz)
- **Visit:** [www.istudent.org.nz](http://www.istudent.org.nz)

