

What to do if you have a complaint

Problem?

- International Student Representative
- Host family
- Teachers

Not resolved?

Try

- International Department
- Your Year Level Dean
- Other staff

Not resolved?

Try

- Deputy Principal
- School Principal

Not resolved?

Contact

- NZQA

Have you spoken to...

Conny Obermeier
*International
Manager*



Have you spoken to...

Helen Fitzsimmons
Homestay Manager



Have you spoken to...

Year Level Deans

- Year 13— Mrs Clent
- Year 12— Mr Boardman
- Year 11— Ms Derecourt
- Year 10— Mr Brown
- Year 9— Mr Westerlund
- Year 8— Mr Adams
- Year 7— Mrs Lowe

Mr Clent
*Principal of
Kerikeri High
School*



Agnes Irvine
*International
Assistant*



Jessica Donovan
*International
Director*



Ph 0800 697 296
risk@nzqa.govt.nz

If your complaint is
about fees:
Ph 0800 00 66 75
www.istudent.org.nz