



**WELLPARK**  
COLLEGE OF NATURAL THERAPIES

Wellpark College of Natural Therapies  
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Phone: +64 (9) 360 0560  
reception@wellpark.co.nz

## FORMAL COMPLAINT FORM

### Steps in the Complaints process:

- a) Generally, issues are best dealt with directly between the affected parties involved as soon as possible.
- b) The Formal Complaint Form is to be completed for concerns that were not able to be resolved directly through Faculty Support or the Programme Leader.
- c) Complete the Form and either hand to Reception in a sealed envelope, or email directly to the Education Advisor ([educationadvisor@wellpark.co.nz](mailto:educationadvisor@wellpark.co.nz)).
- d) Formal Complaints will only be considered for up to six months after the occurrence.
- e) Notification that your complaint has been received will be emailed to you within 5 working days. Your complaint is reviewed by the Management Team. At this stage, you may be asked for further details, and investigations will be undertaken. In some instances communication and clarification with others may be necessary; if you specifically do not wish a person to be communicated with please state this on the Form.
- f) The College reserves the right to decide the final outcomes/solutions. If you are not happy with the outcome you may wish to take the matter further, see below.

**STUDENT/STAFF NAME:** ..... **STUDENT ID:** .....

**PROGRAMME NAME** (e.g. Diploma of Nutrition): .....

**CONTACT NUMBER(s):** .....

**EMAIL:** .....

**ISSUE:**

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**SUGGESTED SOLUTIONS:**

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I have attached documentation if appropriate.

**Student/Staff Signature:** ..... **Date:** ...../...../.....

**DETAILS AND FINDINGS:**

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**OUTCOME OF INVESTIGATION:**

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**Name** ..... **Position** .....

**Signature** ..... **Date** ...../...../.....

**ISTUDENT COMPLAINTS**

For further information as regards the college outcome of your complaint, please contact: [iStudent Complaints](#) is a free and independent service to help resolve complaints. The service was established by the Ministry of Education and forms part of the Education (Pastoral Care of International Students) Code of Practice 2016. We're here to assist with complaints that are financial or contractual in nature. iStudent Complaints is part of [FairWay Resolution Limited](#), New Zealand's largest specialist dispute resolution organisation, so we have a team of experienced and accredited people who can help in a number of ways. If you have any questions, or if you need some assistance to resolve a complaint involving an international student, please get in touch. We are always happy to arrange a meeting or a quick phone call with any education providers. Feel free to send us an email at [complaints@istudent.org.nz](mailto:complaints@istudent.org.nz) or phone 0800 00 66 75 to speak to our team.

**INTERNATIONAL: INTERNAL GRIEVANCE PROCEDURES**

If, as an international student, you have a complaint regarding your financial or student contract with Wellpark College, locate information on the [International Student Contract Dispute Resolution Scheme Rules \(DRS 29016\)](#). For complaints about Wellpark College otherwise breaching the Education (Pastoral Care of International Students) Code of Practice 2016, please follow Wellpark's Formal Complaint process (see DEALING WITH CONCERNS). If this process does not resolve your complaint, contact the New Zealand Qualifications Authority (NZQA) by phone on 0800 697 296 or email [qadrisk@nzqa.govt.nz](mailto:qadrisk@nzqa.govt.nz).

**ADMINISTRATION USE ONLY**

- \* **Outcome communicated to complainant**  
Academic Administrator name ..... Date filed.....
- \* **Records stored on the server and student SMS**  
Academic Administrator name ..... Date filed.....
- \* **Record on Management SERVER**  
Academic Administrator name ..... Date filed.....

