

## Student Services

### Instructions for Communication – Complaints

NZIoS is committed to provide quality services and pastoral care for its students. NZIoS is signatory of Code of Practice (CoP) to ensure quality pastoral care to all of its students particularly to its students who are under the age of eighteen years (18).

NZIoS student may have dissatisfaction and may want to formally lodge complaint to NZIoS with regards to the concerns, problems or issues.

Parents and/or designated caregivers and students may lodge a complaint in writing to NZIoS. The procedure for such communication is as follows:

1. Please direct all complaints to [studentservices@nzios.ac.nz](mailto:studentservices@nzios.ac.nz).
2. In the subject line of the email, write 'Complaint' and explain the detail of the complaint in the email.
3. Parent must write email from the personal email address provided to NZIoS in the admission application or 'Contact Details Form'. Students must use NZIoS email address or must write email from the personal email address provided to NZIoS in the admission application or 'Contact Details Form'.
4. Please attach all supporting information relating to the complaint.

NZIoS student services shall respond within two working days. Please write again after two days if you do not hear back from NZIoS student services within two working days.