

# GOT A PROBLEM? LET'S GET IT SORTED

If something is making you unhappy talk to someone to help solve the problem.  
You can ask a friend or another person to support you.

Problems with  
your  
homestay or  
caregiver

Problems  
with your  
schoolwork,  
teachers,  
assessments

Problems  
with other  
students

Problems  
with fees,  
refunds,  
insurance,  
enrolment

Talk to

Mrs Charles  
Homestay Support

Talk to

Life Lab/Home  
Room Teacher

Talk to

Life Lab/Home  
Room Teacher

Talk to

Mrs Imm  
International  
Administrator

If you are still not happy talk to the  
International Student Director Mr Richards

Not happy with the outcome? Ask a trusted staff  
member to help you approach the Principal or Board of  
Trustees

If you are not satisfied by the outcome of our  
complaints process, you may notify the New  
Zealand Qualifications Authority (NZQA). Please  
refer to the [NZQA website](#) for more information  
on their role and process.

You may also be able to take your  
complaint to [Study Complaints](#) – a dispute  
resolution provider specialising in  
supporting international students in  
resolving disputes with their schools.

**KingsWay School Email:** [international@kingsway.school.nz](mailto:international@kingsway.school.nz)

## DOCUMENT UPDATES

Sept 2025:

Contact details for NZQA and Study Complaints according to their instruction.