



**Talent
International
Institute**

Talent International Institute Limited (TII) Complaints Procedure

Why We Have a Complaints Process?

Students have the right to raise concerns and expect them to be addressed. An effective complaints process offers several benefits:

1. Enables quick resolution of issues.
2. Encourages informed decision-making.
3. Builds positive relationships between students and staff.
4. Ensures quality service through effective complaint management.

Complaints Procedure for All Students

Initial Discussion:

If you have a complaint about your experience at TII, first discuss it with your Tutor, Programme Leader, or Student Support Services. Complaints should be made within 90 days of the incident or issue.

Support for International Students

International students who have concerns about their treatment by TII or their agents, should contact the TII Student Support Services Team.

Escalation to Management and contacting the GM

Should the issue remain unresolved after another 10 working days; you may escalate the complaint in writing to the General Manager (GM) of TII. At this stage, address your complaint to: Attn: [Gary Taylor], GM, Talent International Institute Limited, [282 Durham Street North, Christchurch 8013]. Phone: [+64 03 3660797]. The GM will aim to resolve the complaint within 30 working days. You can obtain a copy of the TII complaint form from the Administration Team or from Student Support Services.

If Your Complaint Remains Unresolved:

If you are not satisfied with the resolution, you may lodge a formal complaint with the appropriate authority.

Independent Support

If your complaint remains unresolved, you may seek assistance from:



For Domestic Students		
ACADEMIC CONCERNS /OTHER ISSUES	Or	FINANCIAL DISPUTES & CONTRACT SETTLEMENT
New Zealand Qualifications Authority (NZQA) Phone: 0800 697 296 Email: risk@nzqa.govt.nz Web: www.nzqa.govt.nz		Fairway Resolution Limited iStudent Complaints (Contractual and Financial Disputes) Phone: 0800 00 66 75 Email: complaints@istudent.org.nz Web: www.istudent.org.nz/making-a-complaint
For International Students		
New Zealand Qualifications Authority (NZQA) Post to: New Zealand Qualifications Authority The Complaints Officer, Quality Assurance Division PO Box 160, Wellington 6140 or/ Phone: 0800 697 296 Email: risk@nzqa.govt.nz Web: www.nzqa.govt.nz		

Filing a Formal Complaint

1. Download the complaint form from the NZQA website. [Make a complaint :: NZQA](#)
2. Submit your completed form along with supporting documentation to the relevant authority.

Dispute Resolution

For more information on dispute resolution options, please refer to the following resources: **NZQA Website:** [NZQA Dispute Resolution](#).

Privacy and Personal Information Handling

Any personal information collected during the complaints process will be used exclusively for addressing your complaint. Access to this information will be limited to authorized staff members only. You have the right to request access to your personal information and to ask for corrections if needed. Such requests should be directed to TII's Privacy Officer (details available upon request).

General information about the Privacy Act 2020 can be found on the Privacy Commissioner's website at www.privacy.org.nz.