

Make a complaint

If you wish to make a complaint about either NZQA or a Tertiary Education Organisation (TEO) please follow the instructions below.

Complaints about Registered Education Providers

about NZQA

At NZQA we want to provide you with great service.

If you are unhappy with the service you have received from NZQA, please let us know so that we can remedy the situation and learn from it. With your feedback we can improve our processes.

We aim to investigate

We have processes for handling complaints we receive about registered education providers including private training establishments (PTEs), wānanga and institutes of technology and polytechnics (ITPs). If you have a complaint about a registered education provider, you should follow the provider's complaints procedure in the first instance.

If the matter is not resolved satisfactorily, you may make a formal complaint in writing through NZQA.

For more information, see [Make a complaint about a provider](#).

and
resolve
all
complaints
quickly
and
effectively.
The
timeframe
for
complaint
resolution
and
outcome
is ten
working
days, or
earlier if
possible.

If you
have a
complaint
about
NZQA,
please
let us
know by:

- phone:
04
463
3000
or
0800
697
296
or
- completing
one
of
our
online
complaint
forms
[Make
a
complaint
about
NZQA
Hei
tuku
whakapae
mō
NZQA](#)

or

- post:
NZQA
Complaints
and
Feedback
P O
Box
160
Wellington
6140
New
Zealand
or
- email:
complaints@nzqa.govt.nz

To help
us
investigate
your
complaint
fully,
please
include:

- your
contact
details,
including
name,
address
and
contact
numbers
- a
brief
description
of
the
complaint,
and
any
steps

that
have
been
taken
to
try
to
resolve
it
with
NZQA

- copies
of
any
relevant
documents.

What happens next?

If you
raise a
complaint
via
phone,
we will
try to
resolve
it
immediately.
If further
investigation
is
required,
we will
advise
you of
the
estimated
time this
will take.
We will
provide
you with
contact
details,
in case
you
would
like to
check
the
progress
of your
complaint.

If you raise a complaint via our website or email, we will acknowledge it within two working days from date of receipt. We may need to contact you to seek clarification or obtain additional information relating to your complaint.
