

What to do if you have a complaint

Problem?

- International Student Representative
- Host family
- Teachers

Not resolved?

Try

- International Department
- Your Year Level Dean
- Other staff

Not resolved?

Try

- Deputy Principal
- School Principal

Not resolved?

Contact

- NZQA

Have you spoken to...

Conny Obermeier
*International
Manager*



Agnes Irvine
*International
Assistant*



Have you spoken to...

Helen Fitzsimmons
Homestay Manager



Jessica Donovan
*International
Director*



Have you spoken to...

Year Level Deans

- Year 13— **Mrs Clent**
- Year 12— **Mr Boardman**
- Year 11— **Ms Derecourt**
- Year 10— **Mr Brown**
- Year 9— **Mr Westerlund**
- Year 8— **Mr Adams**
- Year 7— **Mrs Lowe**

Mr Clent
*Principal of
Kerikeri High
School*



Ph 0800 697 296

Or use the complaints
form through the QR
code



If your complaint is
about fees:

Ph 0800 00 66 75

help@studycomplaints
.org.nz