

# 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*



Helen Fitzsimmons  
*Homestay Manager*



Jessica Donovan  
*International Director*



Have you spoken to...

*Year Level Deans*

Year 13— [Mr Boardman](#)  
Year 12— [Ms Derecourt](#)  
Year 11— [Mr Brown](#)  
Year 10— [Mr Westerlund](#)  
Year 9— [Mrs Clent](#)  
Year 8— [Mrs Lowe](#)  
Year 7— [Mrs Clarke](#)

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](mailto:help@studycomplaints.org.nz)