

Grievance Procedures

1 January 2024

CCEL wants you to have the best possible experience while you are studying with us. This information tells you what to do if you have a problem or a complaint.

If you have a problem please tell us. You can talk to your teacher or one of our office staff. One of our senior managers can also help you.

If we have not helped you with your problem, you can make a formal complaint. You can do this in writing, and also make an appointment to see the CDP (College Director and Principal). CCEL will help you with this, and if you have a complaint, please remember that you can bring a friend or support person. We will respond to any formal complaint within 48 hours.

CCEL is a member of English New Zealand. If you have a complaint that we haven't been able to solve, you can write to **English New Zealand** for help. CCEL will help you with this letter. The address is:

English New Zealand
P.O. Box 35283
Christchurch 8640
Phone 03 386 1222
Email: admin@englishnewzealand.co.nz

You can also contact the **NZQA**. We will help you download a form through the website <http://www.nzqa.govt.nz/> and send it by email to risk@nzqa.govt.nz or by post to:

The New Zealand Qualifications Authority
P.O. Box 160
Wellington.

The NZQA has a free phone number 0800 697 296.

Financial complaint

If your complaint is about a finance matter, you can contact **Study Complaints** on 0800 006675 or email help@studycomplaints.org.nz.

Please remember that you can bring another person to support and help you at any time in these processes.