

Ngā amuamu tauira
Study complaints



2024 REPORT

Study Complaints | Ngā Amuamu Tauira

First six months



1 JANUARY TO 30 JUNE 2024



kia tau
YOUR EXPERTS
IN DISPUTE
RESOLUTION



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Welcome

Haere mai

Tūngia te ururua kia tupu whakaritorito te tupu o te harakeke

Welcome to our first report for Study Complaints | Ngā Amuamu Tauria, the new Domestic Tertiary Student and International Student Contract Dispute Resolution Scheme which officially opened on 1 January 2024. While we have only been open for two quarters, we already have plenty of insights to share in this report.

Fair Way previously provided iStudent Complaints for international students, so we had significant experience to draw upon when designing our new service. But we chose to take a fresh approach to bringing this service to life, not only in name but in every aspect of delivery from our systems and processes through to our website. The whakataukī above - *clear away the undergrowth so the new shoots of the harakeke can spring up* - speaks to new beginnings and reflects our approach here which allowed us to stay true to the intent of this scheme, to the best practice principles (user focused and accessible, independent and fair, efficient, effective, and accountable) and to the feedback shared with us by learners during this journey.

We decided to open a few weeks early to enable a transition between the existing schemes to the new combined service for the 9 enquiries and 5 claims that remained on hand, and to support learners in raising issues before the summer holiday period. This approach paid off as we saw a higher than anticipated influx of calls during what is traditionally a quieter period over the summer holidays. From 1 January, when our jurisdiction formally took effect, we saw an initial surge. While we received 107 new enquiries across the six-month period, 47% of these were made in the first two months alone. Our case load has remained steady since then. Our team take an early resolution approach where possible, even during our enquiry phase. Of the 37 claims that were accepted through our process, 70% were resolved through consensual processes.

Reflecting on this journey, I would like to acknowledge the leadership of Richard Binner, GM Operations and Samantha de Coning, Head of Practice in shaping this service and the support of wider Fair Way team who enabled us to bring this service to life in a relatively short timeframe. Other key project members included Chris Pickering, Samantha Brennan and Solveig Bratland who shared their subject matter expertise and were hands-on in the design, development and delivery of Study Complaints | Ngā Amuamu Tauria. I would also like to recognise our wonderful team of Resolution Coordinators, Resolution Facilitators and Resolution Practitioners who are the faces behind the delivery of this service. Our mahi makes a real difference for tauria as they navigate through their conflict, often with this being their first experience of having a dispute to work through. I share my heartfelt thanks with each of you.

I'm excited for this new chapter, as we begin the 2024/25 year and our first twelve months providing Study Complaints | Ngā Amuamu Tauria to domestic tertiary and international students.



Ngā mihi

Jeanie Robinson

*Jeanie Robinson, Operations Manager - Commercial Services at Fairway Resolution Limited (Fair Way).
As part of her role, Jeanie is responsible for Study Complaints | Ngā Amuamu Tauria.*

About us

Study Complaints | Ngā Amuamu Taurira is a free and independent dispute resolution service.

If you are an international student or a domestic tertiary learner and you have an unresolved complaint about a New Zealand education provider, we can help.

What we do

We help with:

- **Financial matters** – involve money, for example refunds
- **Contractual matters** – involve agreements, for example contracts to study
- **Redress claims** - involve requests for money or actions to set things right after a New Zealand Qualifications Authority (NZQA) investigation finds that there has been a breach of the Pastoral Code.

How do I start?

You can contact us by:

- Free phone 0800 00 66 75
- help@studycomplaints.org.nz
- Use our [online form](#)

Our background

Study Complaints | Ngā Amuamu Taurira is provided by Fair Way – kia tau (Fair Way), an organisation that specialises in dispute resolution. Fair Way's team of expert Resolution Coordinators, Resolution Facilitators and Resolution Practitioners assist students and their education providers every step of the way.

Between 2016 and 2023, Fair Way provided iStudent Complaints, a dispute resolution scheme for international students.

In 2023, the Minister of Education appointed Fair Way as the operator of the new combined Domestic Tertiary Student and International Student Contract Dispute Resolution Scheme, established by the Education and Training 2020 Act. Under the name Study Complaints | Ngā Amuamu Taurira, Fair Way provides this new combined service, following the Education (Domestic Tertiary Student and International Student Contract Dispute Resolution Scheme) Rules 2023.

2024 IN REVIEW

How we helped

Our process is designed to empower students and education providers to resolve matters early and through consensual means where possible. Our aim is to meet the needs of learners studying in Aotearoa, ensuring they have a voice in the process and their mana, identity and wellbeing is prioritised. If a student and their education provider are unable to reach an agreed outcome, Study Complaints | Ngā Amuamu Taura can provide finality through adjudication where a binding decision is issued.

Here is an overview of how we helped taura from 1 January to 30 June 2024:



116 enquiries



47% resolved
in our 2nd phase



23% resolved
at mediation



27% needed
a decision made

1. Get started	2. Facilitation & negotiation	3. Mediation	4. Adjudication
<p>We find out more about you and arrange any support you may need.</p>	<p>We let your education provider know and get you talking.</p>	<p>Collaborate and reach an agreement together at mediation.</p>	<p>We consider the dispute and make a decision during adjudication.</p>
<ul style="list-style-type: none"> • We received 116 enquiries • 10 students and providers resolved issues early • 37 were accepted as claims <ul style="list-style-type: none"> » 30 claims were resolved or closed in steps 2 - 4 • 69 were declined, referred or unrelated enquiries 	<ul style="list-style-type: none"> • 14 claims were resolved through facilitation and negotiation 	<ul style="list-style-type: none"> • 7 claims reached an agreement at mediation <ul style="list-style-type: none"> » 67% resolved all matters » 33% resolved some matters 	<ul style="list-style-type: none"> • 8 claims were adjudicated <ul style="list-style-type: none"> » 1 was upheld » 0 were partially upheld » 7 were not upheld
<p>3% were closed</p>			
<p>1 claim was later found to be outside of jurisdiction and referred to an appropriate dispute resolution pathway.</p>			

Overview of disputes

Enquiries overview

For the period of 1 January to 30 June 2024 a total of 107 new enquiries were received.

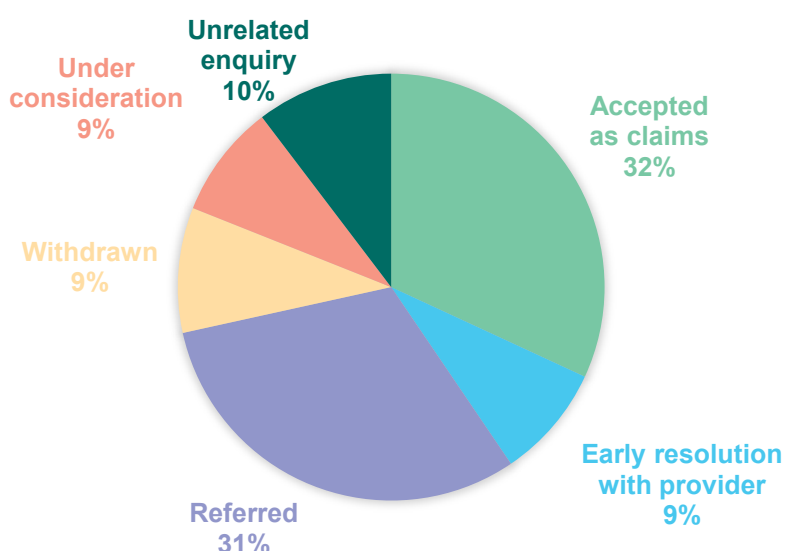
To allow for a transition between the existing dispute resolution services to the new combined scheme, Study Complaints | Ngā Amuamu Tauria opened in December 2023. During the handover period, 5 enquiries were referred from the domestic scheme and 4 enquiries under consideration at the end of December 2023 were carried forward from the international scheme.

Of the total 116 enquiries, 72 were domestic and 44 were international students.

62% were
domestic students

38% were
international
students

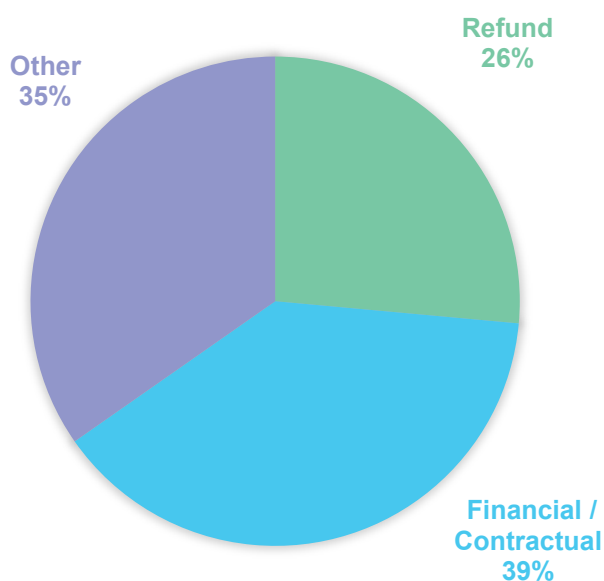
Progression of enquiries (combined – total 116)



The above chart shows the progression of enquiries in this period:

- 32% were accepted as claims – progressing to our dispute resolution process
- 31% of the enquiries were determined as outside of jurisdiction and referred to various bodies. The top referrals were back to the education provider so the student could access their internal complaints process, to NZQA for complaints relating to the quality of the course or exams, to the NZQA for further investigation relating to pastoral care, and other referrals were made to the Ombudsman and Universities NZ
- 10% of enquiries were unrelated – for example, requests for resources or information
- 9% (10 enquiries) were resolved directly by the provider and student during the enquiry phase through our early resolution approach
- 9% were withdrawn by the student
- 9% remained on hand at the close of this period – under consideration by the team.

Nature of enquiries



The Education and Training Act 2020 enables us to resolve disputes between students (including former and prospective students) and providers or signatory providers relating to:

- (a) contractual and financial matters
- (b) a claim for redress for any loss or harm suffered by a student as a result of a breach by a provider or signatory provider of a code issued under section 534.

In this chart we show the main theme of enquiries.

We provide a more detailed breakdown of categories below.

Nature of enquiries (combined – total 121)

Nature of dispute	Domestic	International	Total
Compensation	1		1
Contractual/Financial	29	18	47
Course assessment	1		1
General enquiry	18	2	20
Not SC Issue*	9	11	20
Refund - Course Closure	1	2	3
Refund - Quality of Provision (Academic)	2		2
Refund - Safety and Wellbeing		1	1
Refund - Student Support advice and services		1	1
Refund - Visa issues		3	3
Refund - Withdrawal	12	10	22
Grand Total	73	48	121

Please note the above total of 121 includes enquiries received during the transition period in December and from 1 January to 30 June 2024.

*Not within jurisdiction for Study Complaints | Ngā Amuamu Taura.

Claims overview

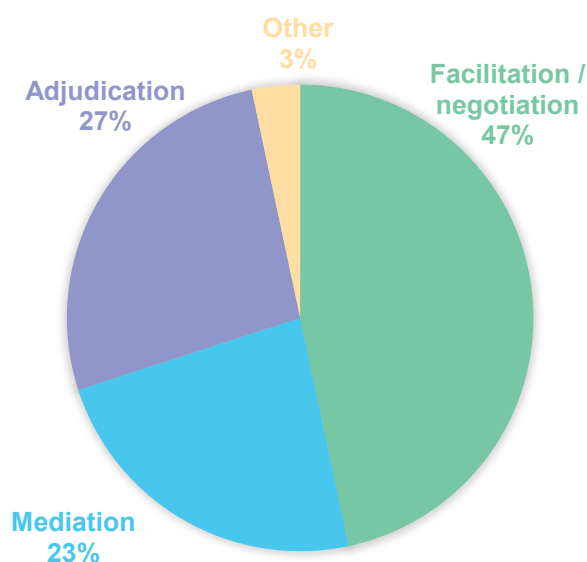
Within 10 working days of receiving an enquiry, we will either accept it as a claim, decline it, or ask for further information to help us decide whether we can accept it or not.

Of the 116 enquiries on hand during this reporting period, 37 were accepted as claims. An additional 5 claims were carried over on 1 January 2024 from the previous student scheme.

Overview of claims accepted (combined - total 42)

Accepted claims	International	Domestic	Total
New claims accepted	17	20	37
Brought forward (ongoing claims from previous schemes)	5	0	5
Total claims received	22	20	42
Claims closed during period	15	15	30
Claims remaining on hand	7	5	12

Overview of how claims were resolved (combined - 30 total)

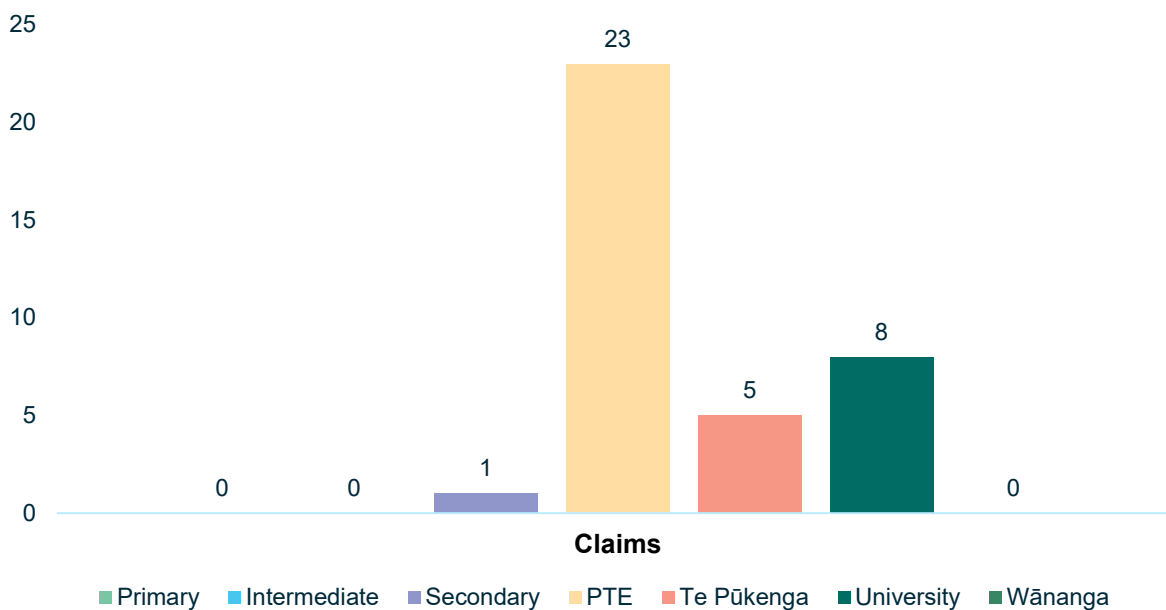


Of the total 42 claims on hand during this period, 30 were resolved as follows:

- 70% (21 claims) were resolved consensually
 - » 14 through facilitation and negotiation
 - » 7 through mediation
- 27% (8 claims) were adjudicated
 - » 1 claim was upheld
 - » 7 claims were not upheld.
- 3% (1 claim) was later deemed outside of jurisdiction, closed and referred to the Ombudsman.

Claims by provider type

Across all providers, most claims accepted were in relation to Private Training Establishments (PTEs), followed secondly by universities.



THE DETAILS

About disputes

Overview of enquiries received (121 total)

Overview		
Enquiries received	121	73 Domestic, 48 International
Accepted	37	21 Domestic, 16 International
Not accepted	84	
Referred	19	18 to NZQA, 1 to Human Rights Commission

Please note the above total of 121 includes enquiries received during the transition period in December and from 1 January to 30 June 2024.

Overview of enquiries by provider type (121 total)

All enquiries								
Provider	Primary School	Intermediate School	Secondary School	PTE	Te Pūkenga	University	Wānanga	N/A
Enquiries	2	1	3	48	22	26		19

Please note the above total of 121 includes enquiries received during the transition period in December and from 1 January to 30 June 2024.

Overview of accepted claims (37 total)

Accepted disputes							
Provider	Primary School	Intermediate School	Secondary School	PTE	Te Pūkenga	University	Wānanga
International			1	10	3	3	
Domestic				13	2	5	

Overview of enquiries and claims that were referred to other agencies (10 total)

Referred enquiries to different body								
	Provider	Primary School	Intermediate School	Secondary School	PTE	Te Pūkenga	University	Wānanga
Enquiries	International	1			1	1		
	Domestic				1	3	2	
Claims	International							
	Domestic						1	

Breakdown of disputes (combined)

Overview of all disputes – by nature, provider type and outcome

Nature of Dispute	Provider Type	Outcome	Total
Compensation	University	Accepted	1
Compensation Total			1
Contractual/Financial	Intermediate School	Not Proceeding/Withdrawn	1
	N/A	N/A	2
	PTE	Accepted	14
		Not Accepted/No Jurisdiction	3
		Not Proceeding/Withdrawn	5
		Under Consideration	1
	Te Pūkenga	Accepted	4
		Duplicate	1
		Not Accepted/No Jurisdiction	1
		Not Proceeding/Withdrawn	3
		Under Consideration	1
	University	Accepted	4
		Not Accepted/No Jurisdiction	1
		Not Proceeding/Withdrawn	3
		Under Consideration	3
	Contractual/Financial Total		
Course Assessment	N/A	N/A	1
Course Assessment Total			1
General Enquiry	N/A	N/A	12
	Secondary School	Non-Relevant	1
	Primary School	Not Accepted/No Jurisdiction	1
	PTE	Non-Relevant	1
		Under Consideration	1
	Te Pūkenga	Non-Relevant	3
	University	Non-Relevant	1
General Enquiry Total			20
Not SC Issue	N/A	N/A	3
	Primary School	Not Accepted/No Jurisdiction	1
	PTE	Not Accepted/No Jurisdiction	3
	Secondary School	Non-relevant	1
	Te Pūkenga	Not Accepted/No Jurisdiction	3
		Not Proceeding/Withdrawn	1
University	Not Accepted/No Jurisdiction	8	
Not SC Issue Total			20
Refund - Course Closure	Te Pūkenga	Not Proceeding/Withdrawn	1
	University	Not Accepted/No Jurisdiction	2

Refund - Course closure Total			3
Refund - Quality of Provision (Academic)	PTE	Not Proceeding/Withdrawn	2
Refund - Quality of Provision (Academic) Total			2
Refund - Safety and Wellbeing	Secondary School	Accepted	1
Refund - Safety and Wellbeing Total			1
Refund - Student Support Advice and Services	University	Not Proceeding/Withdrawn	1
Refund - Student Support Advice and Services Total			1
Refund - Visa Issues	PTE	Accepted	1
		Not Proceeding/Withdrawn	1
	Te Pūkenga	Not Proceeding/Withdrawn	1
Refund - Visa Issues Total			3
Refund - Withdrawal	PTE	Accepted	7
		Duplicate	1
		Not Accepted/No Jurisdiction	4
		Not Proceeding/Withdrawn	2
		Under Consideration	2
	Te Pūkenga	Accepted	2
		Not Accepted/No Jurisdiction	1
	University	Accepted	1
		Under Consideration	1
	Not Provided	Not Accepted/No Jurisdiction	1
Refund - Withdrawal Total			22
Grand Total			121

Please note the above total of 121 includes enquires received during the transition period in December and from 1 January to 30 June 2024.

Breakdown of international student disputes

Overview of international student disputes – by nature, provider type and outcome

Nature of Dispute	Provider Type	Outcome	Total
Contractual/Financial	Intermediate School	Not Proceeding/Withdrawn	1
	PTE	Accepted	6
		Not Accepted/No Jurisdiction	1
		Not Proceeding/Withdrawn	2
	Te Pūkenga	Accepted	1
		Not Proceeding/Withdrawn	1
	University	Accepted	2
		Not Proceeding/Withdrawn	2
Under Consideration		2	
Contractual/Financial Total			18
General enquiry	N/A	N/A	1

	Secondary School	Non-Relevant	1
General Enquiry Total			2
Not SC Issue	N/A	N/A	1
	Primary School	Not Accepted/No Jurisdiction	1
	PTE	Not Accepted/No Jurisdiction	2
	University	Not Accepted/No Jurisdiction	7
Not SC Issue Total			11
Refund - Course Closure	Te Pūkenga	Not Proceeding/Withdrawn	1
	University	Not Accepted/No Jurisdiction	1
Refund - Course Closure Total			2
Refund - Safety and Wellbeing	Secondary School	Accepted	1
Refund - Safety and Wellbeing Total			1
Refund - Student Support Advice and Services	University	Not Proceeding/Withdrawn	1
Refund - Student Support Advice and Services Total			1
Refund - Visa Issues	PTE	Accepted	1
		Not Proceeding/Withdrawn	1
	Te Pūkenga	Not Proceeding/Withdrawn	1
Refund - Visa Issues Total			3
Refund - Withdrawal	PTE	Accepted	2
		Duplicate	1
		Not Accepted/No Jurisdiction	2
		Not Proceeding/Withdrawn	1
		Under Consideration	1
	Te Pūkenga	Accepted	2
	Not Provided	Not Accepted/No Jurisdiction	1
Refund - Withdrawal Total			10
Grand Total			48

Please note the above total of 48 includes enquires received during the transition period in December and from 1 January to 30 June 2024.

Breakdown of domestic tertiary student disputes

Overview of domestic tertiary disputes – by nature, provider type and outcome

Nature of Dispute	Provider Type	Outcome	Total
Compensation	University	Accepted	1
Compensation Total			1
Contractual/Financial	N/A	N/A	2
		Accepted	8
		Not Accepted/No Jurisdiction	2
		Not Proceeding/Withdrawn	3

		Under Consideration	1
	Te Pūkenga	Accepted	3
		Duplicate	1
		Not Accepted/No Jurisdiction	1
		Not Proceeding/Withdrawn	2
		Under Consideration	1
	University	Accepted	2
		Not Accepted/No Jurisdiction	1
		Not Proceeding/Withdrawn	1
		Under Consideration	1
Contractual/Financial Total			29
Course Assessment	N/A	N/A	1
Course Assessment Total			1
General Enquiry	N/A	N/A	11
	Primary School	Not Accepted/No Jurisdiction	1
	PTE	Non-Relevant	1
		Under Consideration	1
	Te Pūkenga	Non-Relevant	3
University	Non-Relevant	1	
General Enquiry Total			18
Not SC Issue	N/A	N/A	2
	PTE	Not Accepted/No Jurisdiction	1
	Secondary School	Non-Relevant	1
	Te Pūkenga	Not Accepted/No Jurisdiction	3
		Not Proceeding/Withdrawn	1
University	Not Accepted/No Jurisdiction	1	
Not SC Issue Total			9
Refund - Course Closure	University	Not Accepted/No Jurisdiction	1
Refund - Course Closure Total			1
Refund - Quality of Provision (Academic)	PTE	Not Proceeding/Withdrawn	2
Refund - Quality of Provision (Academic) Total			2
Refund - Withdrawal	PTE	Accepted	5
		Not Accepted/No Jurisdiction	2
		Not Proceeding/Withdrawn	1
		Under Consideration	1
	Te Pūkenga	Not Accepted/No Jurisdiction	1
	University	Accepted	1
Under Consideration		1	
Refund - Withdrawal Total			12
Grand Total			73

Please note the above total of 73 includes enquires received during the transition period in December and from 1 January to 30 June 2024.

Learner nationality

While we record whether students are domestic or international, it is not mandatory for students to share their nationality or ethnicity with us.

About claims

Nationality of learners with accepted claims (37 total)

Accepted Claims by Nationality							
Nationality	Primary School	Intermediate School	Secondary School	PTE	Te Pūkenga	University	Wānanga
China				1	2	2	
India				2	1		
Malaysia						1	
Chile				3			
Papua New Guinea				1			
Japan			1	1			
Bangladesh				1			
United Kingdom				1			
New Zealand				13	2	5	

Māori student claims (2 total)

Nature of Dispute	Provider Type	Outcome	Total
Contractual/Financial	PTE	Accepted	2

Resolved claims

Method of resolution

How domestic student claims were resolved by provider type (15 total)

Domestic students – Resolved claims				
	PTE	Te Pūkenga	University	Wānanga
Facilitation/ Negotiation	6	1	3	
Mediation	3			
Adjudication	1			
Closed - referral			1	

How international student claims were resolved by provider type (15 total)

International students – Resolved claims							
	Primary School	Intermediate School	Secondary School	PTE	Te Pūkenga	University	Wānanga
Facilitation/ Negotiation				2		2	
Mediation	1			2		1	
Adjudication				5	1	1	

Outcome of adjudication

Adjudication in favour of							
	Primary School	Intermediate School	Secondary School	PTE	Te Pūkenga	University	Wānanga
Student				1			
Provider				5	1	1	

Average timeframes

Dispute resolution	Average length (days)
Facilitation/Negotiation	27
Mediation	52
Adjudication	126
Withdrawn	0
Jurisdiction Challenged	60

Please note the above timeframes include the initial triaging of the cases.

OPERATIONAL UPDATE

Volumes and trends

Volumes

It was a busy start to the year for our team. In the first two months alone, we had 55 enquiries, representing 47% of total enquiries received over the period.

After an initial surge with students accessing the new scheme and trying to resolve issues before the new term, volumes have stabilised.

Trends

In broad themes, refunds are the main reason students are reaching out to us. In particular, we have seen several matters about education providers either changing the delivery of their courses or cancelling them, leading to students seeking a refund and also compensation for loss suffered as a result.

For example, one international student got in touch as they came to New Zealand for an in-person course which the provider then moved online. They said that if they had known it was going to be online, they wouldn't have signed up to the course or moved overseas. The experience of being a student in New Zealand and being on-campus was important to them and informed their decision about which course to take. Another group of students were seeking compensation after the physical location of the education provider changed as they had made living arrangements based on the previous location.

Systemic issues

Study Complaints | Ngā Amuamu Taurira reported a systemic issue to the Ministry of Education when we observed a pattern of disputes relating to a single provider. The nature of the complaints was consistent in the issues raised and came from both students and financial advisors who wanted to raise concerns. Study Complaints | Ngā Amuamu Taurira continued to deal with the cases individually after reporting the issue.

Emerging issues

Study Complaints | Ngā Amuamu Taurira has not been able to publish any case studies this period.

The Education (Domestic Tertiary Student and International Student Contract Dispute Resolution Scheme) Rules 2023 sets out that in compiling and publishing a case study, we must obtain the consent of the parties involved in the dispute or disputes on which the case study is based. To date, no parties have provided Study Complaints | Ngā Amuamu Taurira with consent to publish a case study.

Noting the benefits case studies have, we have refined the way consent is explained and captured on our webform. We hope these changes may lead to parties agreeing to the publishing of case studies over the coming year.

Stakeholder engagement

Fair Way, through our commitment to Study Complaints | Ngā Amuamu Tauira has invested a considerable amount of time into developing new and enhancing established relationships with education stakeholders. This was an extremely valuable piece of work as we worked through the build phase of the service (prior to 1 January). Since launch we have continued to invest into these important relationships, which have two-way benefits ranging from capability building, understanding and publicising the scheme through to gaining insights around how tauira might engage with the service.

We have also worked with education providers to lift their internal complaints management capability. Since January 2024 this has included:

- NZQA (Code Administrator) Sector Advisory Group Hui – regular meetings
- Webinar presentation for Independent Tertiary Education New Zealand (ITENZ)
- Hui with Universities New Zealand
- Education New Zealand Peak Body Forum – presentation on Study Complaints | Ngā Amuamu Tauira
- ITENZ International Education Providers Forum – presentation on Study Complaints | Ngā Amuamu Tauira and Complaint Management
- Schools International Education Business Association of New Zealand (SIEBA) Annual Hui – presentation on Study Complaints | Ngā Amuamu Tauira and Complaint Management.

Setting up the new scheme

Here are some of our highlights as we worked to design and build this new service

Cultural needs

When thinking about how we wanted to bring the new combined domestic tertiary and international student contract dispute resolution scheme to life, a founding principle was inclusivity. We designed a process that starts with the learner to ensure they have a voice in the process and their mana, identity and wellbeing is prioritised.

Our team have hands-on experience working with learners from around the world and Aotearoa, designing dispute resolution processes that meet their needs and recognise their culture. Our approach is to ask each person about their needs and culture so we can design a process that works for them and ensure they can participate effectively.

For people who wish to have a Te Ao Māori approach, we have a range of options. We can appoint practitioners who conduct mediations in Te Reo Māori, we can provide a tikanga-based process, or our practitioners can use the Tūhono Māori mediation model which is a kaupapa Māori model of practice inspired by traditional Māori narratives and dispute resolution methodologies.

In addition to our in-house capability, our partnership approach supports us in meeting each learner's needs. Our practitioners include members of Laidlaw who specialise in providing a kaupapa Māori approach to dispute resolution. The Tūhono Collective have provided our team with training on tikanga-based dispute resolution and the Tūhono Model of Mediation. HIVĀ assist us in

providing dispute resolution services that are embedded in Pacific values and ideologies. Asian Family Services provide support to our students, and we are supporting their team to develop their skills and experience in mediation. We have a wide team of practitioners and partners to draw upon.

Providing the support people need and ensuring that their specific cultural needs or circumstances are provided for within the process creates accessible services which empowers them to have a voice, facilitates participation and promotes positive outcomes.

Learner insights

It's always important to listen and learn from users. At an early stage, we connected with representatives from various student associations to help understand learner needs and attended some learner events to inform the design of our process.

We would like to acknowledge the insights shared by the National Disabled Students Association (NDSA), New Zealand International Students Association (NZISA), New Zealand Union of Students' Association (NZUSA) and Te Mana Ākonga with us, which has supported us in designing an accessible and supportive approach. We look forward to continuing to strengthen these connections and working together to support tauira.

People and processes

Behind our service, we have a talented team of Resolution Coordinators and Resolution Facilitators who support people each step of the way, taking an early resolution approach where possible. We also have a panel of mediators and adjudicators who can support students and their education providers to resolve disputes.

In preparation for our launch, we focused on the design of our service, development of internal processes to support the delivery, training, and customising the case management system that provides the foundation for delivery.

Transition

While we officially started on 1 January 2024, we opened Study Complaints | Ngā Amuamu Tauira early on 8 December 2023 to support access and continuity of service.

This enabled a transition period between the two existing schemes and the new combined scheme. It also made it easier for any students who wished to begin the process and for any disputes in progress to transition to the new service before the summer holiday period.

A member of the Study Complaints | Ngā Amuamu Tauira team got in touch with any students and their education providers who had open cases with the existing schemes, to share information and ensure a seamless transition for them. Where possible, we ensured that the same mediator or adjudicator would continue to work with them.

Developing our brand and resources

Ngā amuamu tauira Study complaints



We spent some time thinking about how we could represent our service through a visual identity. Our logo design reuses established elements of the Fair Way logo and develops them into a new visual idea. Each Kōwhiri-like element represents a different party - the student, their education provider, and Study Complaints | Ngā Amuamu Tauira - as they connect to each other. By bringing them together into this formation, the logo mark becomes an arrow symbolising parties coming together to find a pathway forward. The logo mark aligns right to continue the ideas of progression introduced by the logo mark. Overall, the balance of this design creates a sense of fairness and equality amongst parties.

We also spent some time thinking about our audience and their informational needs. We launched the new www.studycomplaints.org.nz website in December 2023. The homepage includes a short animation that sets out how we can help and an interactive widget for learners to quickly check if we can assist them and information for education providers. Our website includes information available in [alternate formats](#) for members of the disabled community.

Feedback

Here is a selection of comments from students and education providers:

“Thank you for your time and effort during this process.”

“I appreciate your assistance and work you have put into getting this satisfactory resolution.”

“Thank you for your help - it has been very helpful and I couldn't have done it without you guys.”

“Thank you for your work on this case.”

“I received the amount they refunded. Thank you so much for your kind and eager cooperation in helping me resolve this issue.”

“This is wonderful news! Thank you.”

“Thanks for your assistance with this issue. While I wish we could have reached this resolution when I first contacted the school, I'm glad we finally have.”

Looking ahead

Our focus for the year ahead is building on the great platform that we have created over the past six-months. We will be looking at opportunities to improve and innovate.

Our plans include introducing information in more languages on our website, having a deeper look at our data and reporting, engaging with the sector and learners, promoting our service and building on the ways we can collect feedback from our service users and potential service users to enhance our service.

Financial update

For the year ended 30 June 2024*

1 January – 30 June 2024		\$000
Income		\$258
Depreciation and Amortisation		
Personnel		83
Other **		132
Operating costs		215
Operating surplus		43

* Presented as an extract from financial statements prepared for FairWay Resolution Holdings Limited.

** Other includes Interpreters, Occupancy, ICT, Finance, HR Support, and Travel.



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