

IGQ Golf College Grievance Procedures

At IGQ Golf College, we are committed to ensuring that you have the best possible experience while studying with us. If you encounter a problem or have a complaint, we encourage you to raise it with us so we can resolve it promptly. Below are the steps you can follow to address any issues or grievances.

1. Informal Resolution

If you have a problem, please speak to us first. You can approach your coach, any member of our administrative team, or principal of operations. We encourage open communication and will work with you to resolve the issue as quickly as possible.

2. Formal Complaint

If your issue has not been resolved through informal communication, you can file a formal complaint. To do this, please submit a written complaint and make an appointment with Director of Coach or Principal of Operations. You can also bring a friend or support person with you during this meeting.

We aim to respond to all formal complaints within 48 hours.

Additionally, you can contact the New Zealand Qualifications Authority (NZQA) if your issue remains unresolved. We will help you download the necessary forms through their website: www.nzqa.govt.nz and submit it via email to risk@nzqa.govt.nz or by post to:

The New Zealand Qualifications Authority

P.O. Box 160

Wellington

Phone: 0800 697 296

3. Financial Complaints

If your complaint relates to a financial matter, please contact **Study Complaints** at:

Phone: 0800 006675

Email: help@studycomplaints.org.nz

4. Support Person

Throughout the grievance process, you are welcome to bring a friend, family member, or support person to assist you.

At IGQ Golf College, we take grievances seriously and will always aim to address any issues with respect and care. Your feedback helps us improve our services and the quality of your learning experience. If you have any questions or need assistance at any stage, please don't hesitate to contact us.