



Hospitality Training Company Student complaints procedure

If you wish to make a formal complaint, please follow these steps:

1. First talk directly to the person or persons concerned.
2. If the problem is not resolved, discuss it with a staff member you feel comfortable with.
3. Ensure that the complaint is in writing and keep a copy for your own records. It is important to create a written record of your complaint or grievance.
4. If you are unable to find a solution, the next step is to ask the Directors to consider it.
5. If a discussion with the Directors does not find an acceptable solution, you may then refer the problem to an external organisation such as the New Zealand Qualifications Authority.

Hospitality Training Company Director contact Information

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