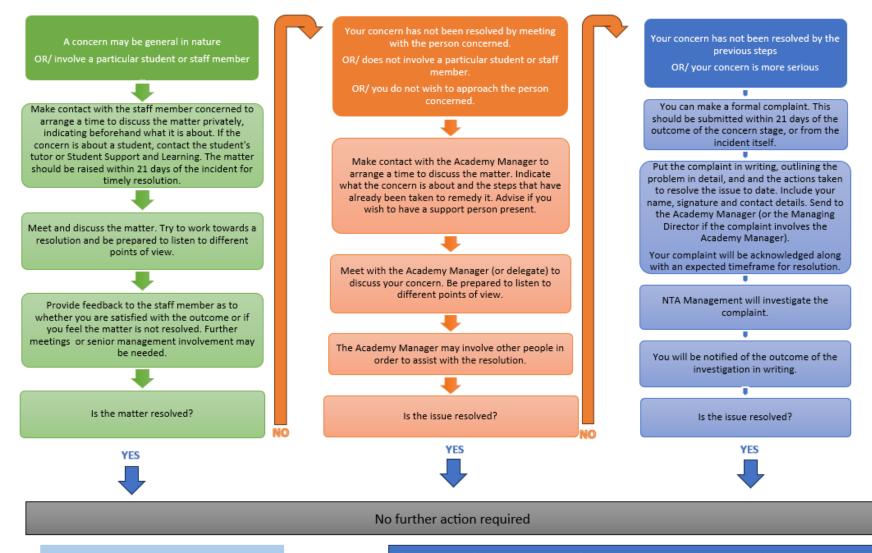
National Trade Academy - Complaints Process



Unless there are exceptional circumstances, a complaint will not be accepted unless it is in writing and the correct process has been followed. You may be directed back to an earlier step to follow the process.

If you are unsatisfied with the outcome of the complaint, you may submit an appeal to the Managing Director. Learners who are dissatisfied with the service provided by an education provider should first work through the provider's complaints process before contacting an external appeals body. External appeals can be submitted to either NZQA: www2.nzqa.govt.nz/about-us/contact-us/complaint/ or Study Complaints (for financial/contractual matters): www.studycomplaints.org.nz