

Dispute Resolution Scheme Information Handout



Below is the link to the Ara complaints page:

<https://www.ara.ac.nz/about-us/complaints/>

The International Student Contract Dispute Resolution Scheme (DRS)

The DRS provides a free, faster and more effective process for students to resolve contractual and financial disputes with education providers.

Helping international students resolve complaints with their education provider –

- Fairway Resolution Limited administers the DRS (see [iStudent Complaints](#))
- Further information about the DRS is available on the New Zealand Government’s legislation [website](#).

International Student Contract Dispute Resolution Scheme Rules 2016

- [iStudent Complaints](#) (iStudent is part of FairWay Resolution Limited)
 - Help international students resolve complaints with their education provider
 - They are a free and independent service to help resolve complaints. The service was established by the Ministry of Education and forms part of the Education (Pastoral Care of International Students) Code of Practice 2016.
 - iStudent Complaints is part of FairWay Resolution Limited, New Zealand’s largest specialist dispute resolution organisation. FairWay provide nationwide dispute resolution and complaint management services, such as training and designing complaint systems as well as resolving disputes.
 - iStudent Complaints resolves contractual and financial complaints between international students and their education providers. Most commonly, they are asked to assist in complaints that involve refund requests, for example if a student returns home before the end of their course or if they decide to switch programmes.
 - They help in four different ways – facilitation, negotiation, mediation and adjudication. In most cases communication is key, and students and providers work things out between themselves with some independent assistance from iStudent Complaints. In the small number of cases where an agreement cannot be reached collaboratively, they can make an independent decision on the matter.
 - <https://www.istudent.org.nz/how-we-help>

Can Ara colleagues refer international students to iStudent Complaints?

- If we have reached the end of our internal complaints process and the matter is not resolved, then get in touch with the Ara Complaints department complaints@ara.ac.nz . The Ara Complaints department can contact iStudent Complaints or we can refer the student to them directly.
- At Ara the Complaints Coordinator will manage the process and communications with the DRS.