



### **The Dispute Resolution Scheme (DRS)**

25. Middleton Grange School has systems and procedures in place to resolve problems internally for any international students. Please refer to our Code of Conduct booklet (on our website or in the orientation bag). If problems cannot be resolved internally then students have the right to contact iStudent Complaints, the DRS operator. Should a contractual or financial dispute arise between an international student and a school, NZQA will refer it to the dispute resolution scheme operator, FairWay Resolution Limited, who have been appointed to this role by the Ministry of Education. Information about the dispute resolution scheme operator can be found at their website: <http://www.fairwayresolution.com/istudent-complaints>