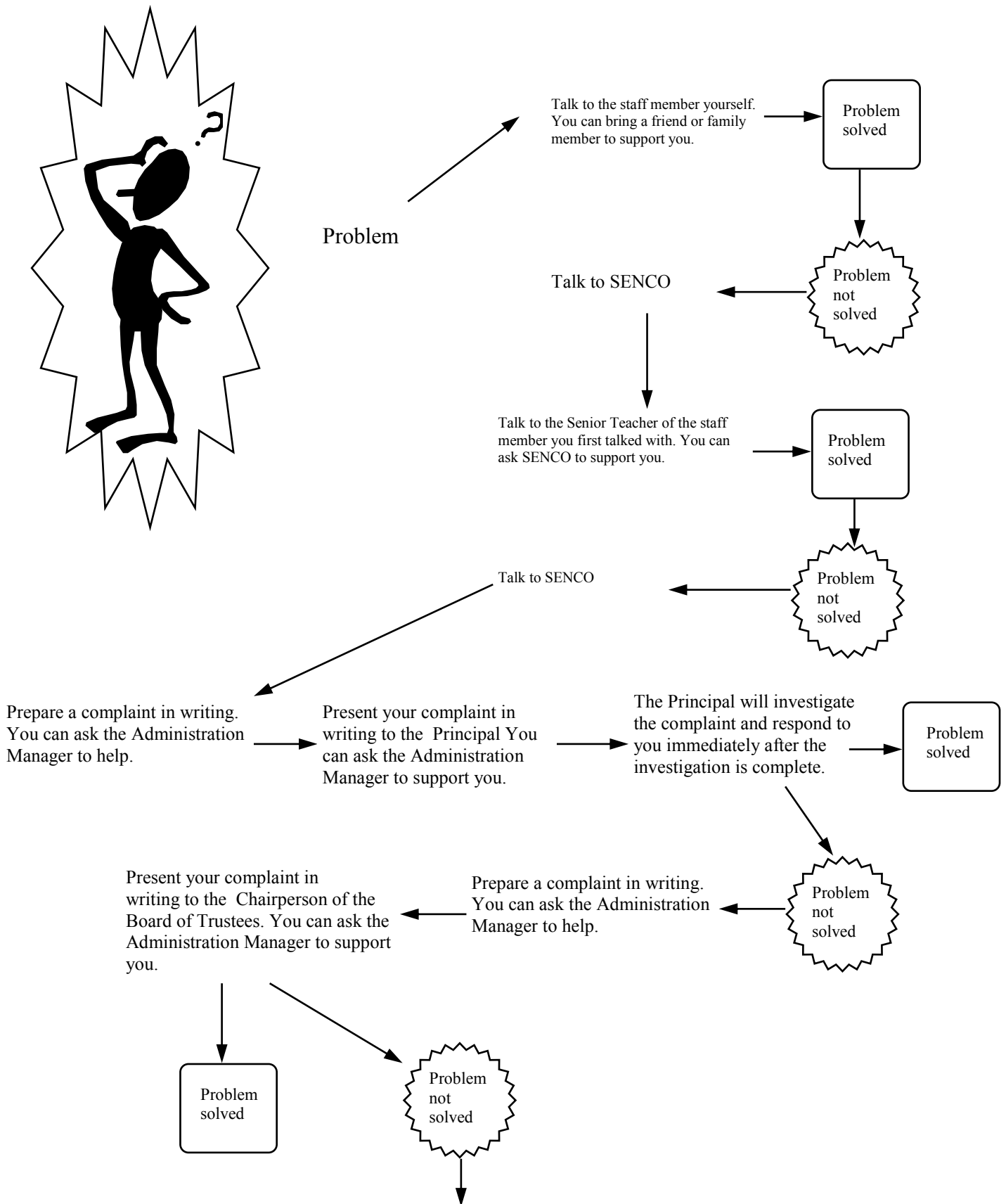


COMPLAINTS / GRIEVANCES PROCEDURES



If you have completed the above steps with an unsatisfactory result, you can contact the International Education Appeal Authority (IEAA) C/- Ministry of Education, P.O. Box 47911, Ponsonby, Auckland