



COMPLAINT PROCEDURES

The following procedures are to be followed, if you think the school has failed to adhere to the 2016 Code of Practice for Pastoral Care of International Students:

INTERNAL PROCEDURES:

- STEP 1. Contact the Homestay Coordinator, Mrs Jacqui Hesketh, if it is a home-stay issue. For administration related concerns speak to our International Administrator, Mrs Lauren Stairmand, or if it related to school-based issues then speak to Mrs Clarke, our International Dean. If not happy with the outcome then contact the International Director, Mr Dwight.
- STEP 2. If the complaint is not dealt with to your satisfaction, arrange an appointment to talk to the Principal, Mr Patrick Walsh .
- STEP 3. If you are still not satisfied with the matter, you may ask the Board of Trustees or ask the Principal's Personal Assistant to contact the Board for you.

EXTERNAL PROCEDURES

DISPUTE RESOLUTION SCHEME (DRS)

If you believe the school has breached the Code of Practice and you have not been able to settle the matter following the schools internal procedures, you may bring the matter to the DRS.

You can contact them through the New Zealand Qualifications Authority (NZQA) by phone on 0800 697 296 or email gadrisk@nzqa.govt.nz. Or, if it is a financial or contractual dispute, you can contact iStudent Complaints by phone on 0800 00 66 75. More information is available on the iStudent Complaints website: <http://www.istudent.org.nz/istudent-complaints>.

NZQA has produced a [brochure for international students about the complaints process \(PDF, 147KB\) \(PDF, 147KB\)](#). You can distribute this brochure to your students.