



Complaints Procedure for International Students

If you have a problem with your learning, please make an appointment to see your class teacher. After seeing your class teacher if there is still a problem then make an appointment to see the principal.

If you have a problem with friendships, see Mrs Sunny Lee or ESOL Teacher or the principal.

If you are not feeling safe, see Mrs Sunny Lee or ESOL Teacher or the principal.

If there is a problem about the school, see the principal

Concern and Complaints Action Chart

Concern / complaint about the classroom programme..... SEE CLASS TEACHER

Concern / complaint about another student in the class..... SEE CLASS TEACHER

Concern / complaint about the school rules and policies SEE THE PRINCIPAL

Concern / complaints about the contract between the school and the student
.... SEE THE PRINCIPAL

Concern / complaints about the homestay..... See Mrs Sunny Lee

*If the problem is not sorted out, then the complaint can go to **the New Zealand Qualifications Authority (NZQA)** The complaints Officer, gadrisk@nzqa.govt.nz or call them on 0800 697 296*

*If your complaint is about contractual and financial disputes, contact **iStudent complaints**, www.istudent.org.nz or call them on 0800 00 66 75*