



NEWLANDS SCHOOL

International Student Grievance/Complaint Procedures

To help international students cope with problems we encourage and help them to address concerns early before they turn into bigger problems. We let students know they can ask a friend to help them talk about their problem, especially if their English is not very good.

In the first instance, we support international students to discuss concerns or complaints with the teacher involved. If a student doesn't want to talk to a particular teacher or is unhappy about the outcome of discussing the matter with that teacher, we help them to contact the principal or deputy principal, or a member of the board of trustees

Guidelines for Informal Complaints

Our primary goal is to create the best learning environment for the students of our school. We encourage open communication and prefer that parents come to us to talk through a problem rather than discuss it in the community.

These are recommended guidelines for parents making informal complaints.

1. Discuss the issue with the right person.
 - If the matter is a **general issue**, discuss it with the person concerned or a member of the management team or the principal.
 - If you have a **complaint about a staff member**, contact the person involved and discuss the matter. We ask that parents make this direct approach as soon as possible. Be prepared to make a time to discuss your complaint if the staff member is unable to talk with you straight away. Be open to listening to the other side of the story to avoid communication breakdowns.

If you do not wish to approach the person concerned, contact a member of the management team or the principal to resolve the matter. The principal or management team member may communicate with the staff member concerned.

- If you have a **complaint about one of our students**, contact the student's class teacher or the principal to discuss the matter.
- If the matter concerns the **principal** and you have not first resolved it by discussion, or you feel uncomfortable directly approaching the principal, contact the chairperson of the board of trustees.
- If the matter concerns a **board member**, contact the chairperson of the board of trustees, or board member if it concerns the board chair.

If you complain to a board member, you will be encouraged to resolve the issue with the guidelines above, and the board member will inform the principal and board chair.

2. Work towards a resolution.
 - In most cases, constructive discussion will resolve the issue.
 - If you are unhappy with the outcome of your initial meeting, contact the principal, a member of the management team, or the board chair to discuss further resolution. They will consider and respond to the complaint as appropriate.

If an informal meeting does not resolve your concern or complaint, you can make a formal complaint

Formal Complaint

If an informal meeting does not resolve your concern or complaint, you can make a formal complaint.

In the interests of fairness, any formal complaint or serious allegation must be made in writing and resolved in a timely fashion. All parties should respect confidentiality.

Follow this process:

Responsibility	Action
Complainant	<ol style="list-style-type: none">1. Put your concerns in writing, either as a signed letter or an email. Give as many details as possible, including details of efforts that have been made to resolve the issue. Include names and contact phone numbers.2. Send the letter marked Confidential to the school principal or, if the complaint is about the principal, to the chairperson of the board of trustees. The contact details are available from the school office.
Principal (if complaint is about a staff member)	<ol style="list-style-type: none">3. Acknowledge receipt of the complaint in writing or by email to the complainant. Give a copy of the complaint to the staff member concerned. Inform the chairperson of the board of trustees.
Board chair (if complaint is about the principal)	<ol style="list-style-type: none">4. Acknowledge receipt of the complaint in writing or by email to the complainant. Give a copy of the complaint to the principal.

If the interim response does not resolve matters, or the matter is deemed sufficiently serious, an **investigation** may take place (details of our investigation policy can be found on our school policy website:

www.schooldocs.co.nz (user name: newlandsprimary password: harakeke)

When a formal complaint is received, the school may choose to investigate it if it is deemed serious enough to warrant it after considering the initial response from the person the complaint is about. Not all complaints require an investigation but all written complaints should be disclosed to the staff concerned at the earliest opportunity.

Relevant collective employment agreement provisions for dealing with complaints and discipline must be observed including allowing representation of staff at any meeting to discuss a written complaint.

If the complaint relates to an international student, and it cannot be resolved by following this process, contact **NZQA** (see the NZQA 'how to make a complaint' form on the next page)

International students - How to make a complaint

What to do if you have a complaint

When you come to New Zealand as an international student, you can expect to receive a high standard of education, and to feel safe and well cared for while you live and study here.

If you have a complaint, it is important that you go through the right steps. Here is what you need to do.

Ask your education provider to resolve your complaint

Your education provider is your first point of contact for any complaint you have, including any complaint about the agents your provider uses.

They must have a complaints process in place for you to go through, and they must tell you what that process is. Follow that process to see if your complaint can be resolved by your provider.

If your complaint is not resolved – contact NZQA

If your education provider has not resolved your complaint, and you still wish to have it resolved, then you can contact NZQA. NZQA is a government organisation. They can provide an independent assessment of your complaint and will either investigate your concerns or advise you what you can do next.

You can submit your complaint query on the NZQA website, or send an email to qadri@nzqa.govt.nz

If you need more information on the complaints process, contact NZQA on 0800 697 296.

Or – if it is a financial dispute – you can contact FairWay Resolution

FairWay Resolution is available to help you resolve financial or contractual disputes with your education provider. There is no cost to you for this service.

FairWay Resolution is an independent service with experience in helping people to resolve disputes. You can contact FairWay Resolution on 0800 77 44 22.

New Zealand's quality standards

All international students enrolled with a New Zealand education provider are covered by the New Zealand Government's Education (Pastoral Care of International Students) Code of Practice.

This is legislation that outlines the level of care that education providers, and their agents, must provide to international students while they live and study in New Zealand.

The education system is regulated with strong quality assurance systems across the board.

In general, as an international student you can expect that:

- the quality of teaching and learning you receive will meet high educational standards
- the marketing and promotion information you receive before you enrol is clear, complete and accurate so you can make a well-informed decision about whether an education provider is the right choice for you
- education providers' agents give you reliable information and act with integrity and professionalism
- you will receive enough information and support to help you with your enrolment, including understanding the legal obligations you have, and that you will receive all the proper documentation
- you are welcomed and have enough information, guidance and support to help you settle into your new life in New Zealand
- your study environment is safe, and that you have a safe place to live

About the Education (Pastoral Care of International Students) Code of Practice

The New Zealand Government's Education (Pastoral Care of International Students) Code of Practice is a document that clearly outlines the full legal requirements that education providers enrolling international students must abide by – to read this, go to the NZQA website.

About NZQA

NZQA is a government organisation which manages the quality of New Zealand qualifications, and also acts as the Administrator of the Education (Pastoral Care of International Students) Code of Practice.

www.nzqa.govt.nz