Complaints Procedure

FEELING CALM?

1. Talk to the staff member yourself. You can bring a friend or family member to support you.

Problem solved

NOT FEELING CALM?

Talk to the Dean / International Student Director for school or other problems, or the Homestay Co-ordinator for homestay problems.

Problem not solved

2. Ask the Dean / International Student Director to help you approach senior staff.

Problem solved

Talk to the Dean / International Student Director again.

Problem not solved

3. Prepare a complaint in writing. You can ask for help from the Dean / International Student Director, International Student Executive representative, Form teacher or your homestay parent(s).

Present your complaint in writing to the Principal. You can ask the Deans to support you.

The Principal will arrange an investigation of the complaint and respond to you immediately after the investigation is complete.

4. If you are unsatisfied with the outcome from the investigation, you may take your complaint to the Board of Trustees by writing to the Chairperson at the school address.

If you are not satisfied by the outcome of our complaints process, you may notify the New Zealand Qualifications Authority (NZQA). Please refer to the NZQA website for more information on their role and process.

You may also be able to take your complaint to Study Complaints – a dispute resolution provider specialising in supporting international students in resolving disputes with their schools.