

Complaints Procedures

This document is intended to help International Students on where to go if they have a grievance.

- **Problems with subjects or teachers:** please see your Counsellor first who will make an appointment to see your Teacher. If this does not resolve the issue your Counsellor will consult with the Principal.
- **Problems with schools friends:** see one of the counsellors, teachers or Principal.
- **Homestay problems:** see your Counsellor first who will then contact the homestay co-ordinator.

If you are still unhappy see the Principal.

At all meetings, notes will be taken of your concerns and of the solutions put in place.

If you still feel your problems have not been solved, you may contact the International Education Appeal Authority, whose address is:

International Education Appeal Authority
C/- Ministry of Education
Private Bag 92-644
Symonds Street
Auckland
New Zealand

Phone: 0064 9 632 9513

Fax: 0064 9 632 9456

Email: info.ieaa@minedu.govt.nz

You must be able to show them that you have tried to get the school to act before you contact them. They will consult the school to see if anything can be done to help you.

If you do have a problem please ask for help while it is still a little problem. Do not wait for it to become a big problem.

We hope your stay here will be a happy one.