



## **Grievance Procedures for International Students**

International students will be made aware of the procedures available to them should they have problems while at St Heliers School.

### **Problems in the classroom:**

Make a time to talk to the classroom teacher about concerns. All classroom teachers will be aware that international students require additional assistance to settle into the school routines. If the concern is with the student's classroom teacher, the student should approach the International Student Manager.

### **Problems with other students:**

If any other student is annoying you or bullying you about your English language ability or "putting you down" about your culture, or anything else, discuss the problem with the International Student Manager who will help to solve this problem. If a satisfactory outcome is not reached, the International Student Manager will discuss the problem with the Deputy Principal, or the Principal.

There will be regular pastoral care meetings with the students and opportunities for them to talk about problems and concerns. These meetings will be part of the pastoral care programme offered by the school and conducted by the International Student Manager or the Deputy Principal. First language translators will be available, when needed.

### **Problems with school friends:**

Talk to your teacher or the International Student Manager. The Deputy Principal is available to talk to students who have concerns about personal relationships with other students. The school has clear procedures for dealing with bullying. These procedures will be explained to the students during pastoral care.

### **Problems with caregivers:**

Talk to the International Student Manager who will discuss concerns and endeavour to sort things out. Where necessary the concerns will be brought to the attention of the Principal and parents will be contacted.

### **How international students and their parents can make a complaint:**

If you have a complaint about St Heliers School breaching the Education (Pastoral Care of International Students) Code of Practice 2016, follow the St Heliers School formal complaint process as outlined below.

All matters of concern need to be brought to the attention of the International Student Manager and will be recorded along with the follow-up actions to take place.

The International Student Manager will organise to meet with the student/parent, and the Principal or Deputy Principal, in order to try to resolve the problem/s.

If this does not resolve your complaint, you can contact the New Zealand Qualifications Authority (NZQA) by phone on 0800 697 296 or email [qadrisk@nzqa.govt.nz](mailto:qadrisk@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>.

NZQA has produced a brochure for international students - How to make a complaint. <http://www.nzqa.govt.nz/assets/Providers-and-partners/Code-of-Practice/int-students-make-a-complaint-updated.pdf>