



## INTERNATIONAL STUDENT ACCESS TO INTERNAL AND EXTERNAL COMPLAINTS POLICY

### Rationale:

International students are living in New Zealand and enrolled at New Plymouth Girls' High School without the support structure of their parents. Their rights to have their concerns listened to and acted on appropriately are inalienable and must be observed. The school is a signatory to the Code of Practice for the Pastoral Care of International Students available at [www.minedu.govt.nz](http://www.minedu.govt.nz) or [www.nzqa.govt.nz](http://www.nzqa.govt.nz)

### Purpose:

To establish a procedure to allow International students access to the school's internal complaints procedures and to access NZQA if necessary at [www.NZQA.govt.nz](http://www.NZQA.govt.nz)

### Guidelines:

International students, who have a concern about a possible breach of the Code of Practice or a school matter such as outlined below, should discuss their concern with the Dean of International Students or the Principal.

Concerns relating to the homestay situation should be discussed with the International Homestay Co-ordinator as described below.

Concerns about international staff should be discussed with the International Dean, issues with the Dean are to be discussed with the Principal and issues with the Principal are to be taken to the Chair of the Board of Trustees. If the issues or concerns are still unresolved and the internal complaints procedure has been exhausted the matter should be brought to the attention of NZQA.

The School's International Students Code of Practice Complaints Procedure is attached to this Policy. The Complaints Procedure is also displayed on the ESOL room wall and the Co-ordinator of International Student's office wall.

### **Homestay Concerns (Hostel and Private Homestays):**

- 1 International students who have a concern about their homestay situation should speak with the International Homestay Co-ordinator who may discuss the matter with the International Dean and/or Principal. If appropriate an investigation will be initiated and in this event the International Dean and Principal will be informed.
- 2 An investigation should be a consultative process to affect a resolution and should be held within three working days if possible. Consultation may include the homestay carers, the International Homestay Co-ordinator, and the International Dean, the Hostel Manager, the agent's representative or the student's guardian and the student, as appropriate. The student may have their own nominated advocate.
- 3 If there is no resolution either the International Dean or the Principal may take over the management of the investigation and the student's agent and/or parents will be informed of the concern.
- 4 If it is determined that there is to be a change in homestay this should take effect as soon as practicable and the student's agent and parents will be informed.
- 5 If the homestay is found to be at fault and a homestay move is to be effected, there will be no additional remuneration paid. If the student is at fault, two weeks homestay payment will be made at a cost to the student.
- 6 If there is no satisfactory resolution through the school's internal complaint process that ends with the Chair of the Board of Trustees, the student or their representative has the right to have their grievance heard by NZQA.

### **School Concerns:**

- 1 Students who have a complaint about staff or school matters such as the delivery of academic programmes or the resources available to them should discuss their concerns with the International Dean.
- 2 The International Dean may conduct an investigation that could involve discussions with the appropriate staff and if there is no resolution, then with the Principal who may take over the investigation at this point. The parties concerned will be consulted and informed of the outcome. The process should take no longer than five working days unless a response from the student's parents and/or agent has been requested.
- 3 The Chairman of the Board of Trustees may be contacted if the student is not satisfied with the way the Principal has managed the issue.
- 4 A student advocate, conversant in the student's first language will be available for school issues at a cost to the school, if practical.
- 5 An independent mediator may be involved at a cost to the school if the school considers this necessary and at a cost to the student if the student considers this necessary.

- 6 The Principal or International Dean will communicate issues of a serious nature to the parents or the agent. Communication may be by phone, e-mail, skype and in writing as appropriate.
- 7 All significant discussions and outcomes should be dated, recorded and placed on the student's file. A copy should be given to the student and the agent or parents.
- 8 If there is no resolution or outcome that is satisfactory to the student, the student or her representative has the right to contact NZQA.
- 9 Students will be given information about how to access NZQA if breaches to the Code or issues with the school cannot be resolved through the school's internal processes. This information will be available to the student and her family as part of the orientation package.
- 10 NZQA may refer complaints to relevant authorities. Financial and academic complaints should go to the Ministry of Education (MoE) or the New Zealand Qualifications Authority (NZQA), misleading or deceptive conduct complaints to the Commerce Commission and immigration complaints to New Zealand Immigration Services.
- 11 New Plymouth Girls' High School will provide all relevant material and abide by the decisions of NZQA instigating the recommendations to remedy the problem within the timeframe specified by NZQA.
- 12 The New Plymouth Girls' High School Board of Trustees may appeal against decisions of NZQA.
- 13 New Plymouth Girls' High School will indemnify the administering body of the Code of Practice for all costs incurred if found to be at fault.
- 14 The procedures to handle internal and external procedures will be reviewed bi-annually by the Principal and the International Dean and ratified by the Board of Trustees.

**Conclusion:**

Robust internal and external complaints procedures will contribute to student satisfaction and provide them with the knowledge that their concerns matter.

<b>Signed:</b>	<b>Date Signed</b>
<b>Date of Ratification:</b> December 2017	<b>Next Review Date:</b> 2020



# International Students -Code of Practice Complaint Procedures

## Complaint Procedures

What to do if you think the school has failed to follow the Code of Practice for the Pastoral Care of International Students ([www.minedu.govt.nz](http://www.minedu.govt.nz)).

### Internal Procedures

- Step 1** Contact the International Homestay Co-ordinator, Mrs Walsh, if it is an accommodation issue. If it is a matter relating to the curriculum contact the International Dean. For any other matters see the Co-ordinator of International Students, Mrs Butler.
- Step 2** If the complaint is not dealt with to your satisfaction; make an appointment to see the International Dean or the Principal.
- Step 3** If you are still not satisfied with the matter you may take your concern to the Chair of the Board of Trustees.

If you believe the school has breached the *Code of Practice* and you have not been able to settle the matter following the school's internal procedures, you may bring the matter to NZQA.

### Contacting NZQA

You can write to NZQA at the address below:

**The Complaints Officer  
Quality Assurance Division  
PO Box 160  
WELLINGTON 6140  
New Zealand**

Victoria Kerr  
Principal