

Peachgrove Intermediate School
International Students: Grievances and Complaints Procedures

Rationale:

1. We promote and ensure the welfare of international students through the establishment of procedures for dealing with complaints from international students or their authorised agents/representatives. We want our international students to have access to proper and fair procedures for dealing with grievances.
2. As a signatory to the NZQA's Education (Pastoral Care of International Students) Code of Practice 2016 the school is required to have procedures to deal with complaints from international students or their authorised agents/representatives. This is to ensure that the interests, rights and responsibilities of all parties are met in dealing with complaints and grievances.

Guidelines:

1. International students will be made aware of the procedures available to them should they have problems while at Peachgrove Intermediate School. Procedures are outlined in the attached document: "**Internal Grievance Procedures: What to do if you have a problem**" - see page 2.
2. The **Internal Grievance Procedures** will be given to all international students and their carers; families or homestay carers.
3. Students are entitled to and may request advocacy and interpretation at any time within the process.
4. Complaints and grievances will be dealt with as quickly as possible. If a complaint or grievance is not resolved within 14 days of the Board of Trustees receiving the complaint, the complainant may refer the complaint to the Disputes Resolution Scheme c/- New Zealand Qualifications Authority, Private Box 160, Wellington seeking their assistance in resolving the dispute.
5. Outcomes will be documented in writing and a copy provided for the student and the student's authorised agent/representative.
6. This policy will be reviewed in accordance with the school's policy review procedures.
7. The intent of this outcome is to ensure transparent and effective processes are in place to resolve any grievances students may have.

Internal Grievance Procedures: What to do if you have a problem

Problems in the classroom:

- All classroom teachers are aware that international students require additional assistance to settle into the school routines.
- Make a time to talk to the classroom teacher about concerns.
- If the concern is with your classroom teacher, please approach the International Students teacher; Mrs Maree Mitchelmore or the International Students Coordinator; Mrs Julie Baker.

Problems with other students or school friends:

- 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 Students Coordinator; Mrs Julie Baker or the classroom teachers. First language translators will be available, when needed.

- 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 your teachers first.
- The Leader of Learning for your teaching team is also available to listen and help if you have concerns about personal relationships with other students.
- You may also speak with the International Students teacher; Mrs Maree Mitchelmore or the International Students Coordinator; Mrs Julie Baker.
- If a satisfactory outcome is not reached, the International Students Coordinator; Mrs Julie Baker will discuss the problem with the Deputy Principal, or the Principal.

Problems with caregivers:

- Talk to the International Students Coordinator; Mrs Julie Baker who will listen to your concerns and endeavour to sort things out.
- Where necessary your concerns will be brought to the attention of the Principal and parents will be contacted.

Problems with Peachgrove Intermediate School:

- If you have a complaint about Peachgrove Intermediate School breaching the Education (Pastoral Care of International Students) Code of Practice 2016, these matters of concern need to be brought to the attention of the Students Coordinator; Mrs Julie Baker and will be recorded along with the follow-up actions to take place.
- The Students Coordinator; Mrs Julie Baker will organise to meet with you and your parents or Home Stay family 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.

Principal

Date