



## **POLICY: COMPLAINTS FROM INTERNATIONAL STUDENTS**

### ***Rationale***

The Education (Pastoral Care of International Students) Code of Practice 2016 ("the Code") requires that schools have a process for dealing with complaints from international students, including complaints about breaches of the Code.

### ***Guidelines***

1. All grievances should be treated seriously, even if they appear trivial. Any staff member who is approached by an international student or parent who has a complaint about the school must:
  - (a) Record, in writing, using the school's "Log Book", what the grievance is about. The written record must include the:
    - date of the grievance;
    - name of the student involved;
    - name of the person advising the school about the grievance; and
    - nature of the grievance
  - (b) Refer the grievance to the Principal, if appropriate.
  - (c) Give the written record of the grievance to the Principal
  - (d) File a copy of the written record of the grievance on the international student's file.
2. The following guidelines should be followed when dealing with an international student, or parent, who has a grievance:
  - (a) Staff should be sympathetic and not argumentative.
  - (b) Staff should only attempt to resolve a grievance if it is within the scope of their position and experience.
  - (c) If the student or parent is extremely agitated and/or upset and the staff member is having difficulty dealing with the situation, the Principal should be called or an appointment made for the person to see the Principal.
3. If the grievance is of a serious nature the Principal should be called or an appointment made for the person to see the Principal.
4. Any complaints about alleged breaches of the Code should be handled according to this process.
5. If the matter is still not resolved then the parents have the right to contact the New Zealand Qualifications Authority (NZQA) by phoning 0800 697 296. Parents can also submit a complaint query on the NZQA website, or send an email to: [qadrisk@nzqa.govt.nz](mailto:qadrisk@nzqa.govt.nz).

### ***Ideas about what to do if you have a grievance***

We want you to be happy at Cambridge Primary School. There are times however, when things do not go as smoothly or as well as we may like. Here are some ideas about what you can do:

#### Problems with a teacher

- Make a time to talk to your classroom teacher about your concern.
- If your concern is the classroom teacher, make a time to talk to the teacher in charge of International Students.

#### Problems with school friends

- Take the time to talk to your class teacher about your concern.
- You can also talk to the Principal.
- If you think your English is not good enough you can always bring a friend to help you communicate.