



3.3a INTERNATIONAL STUDENTS COMPLAINTS POLICY

Outcome statement

International students, their families and where applicable, their agents, have information about the internal and external complaint processes available to them. To help international students cope with problems, the school encourages and helps them to address concerns early and lets them know they can ask a support person to help.

Scoping

The process and support for handling and escalating complaints for fee-paying international students is known and understood by the school, the international students and their families.

Delegations

The Board delegates to the Principal responsibility handling any concerns informally raised and complaints raised through the school's complaints process. The Principal is also responsible for supporting any escalation to NZQA and iStudent complaint resolution processes and will inform and involve the Board in this instance.

Expectations and limitations

1. The school will be compliant with the practices in relation to complaints as outlined in the Education (Pastoral Care of International and Tertiary Students) Code of Practice 2021.
2. The school informs international students and their families about the Dispute Resolution Scheme available to them before they sign a contract, and in information provided at enrolment.
3. When raising concerns or complaints the school will follow these steps:
 - 3.1 Encourage and support the international student to discuss their issue initially with the person involved.
 - 3.2 If an international student doesn't want to talk to a particular person, or is unhappy with the outcome after discussing the matter, the school helps them contact the Principal or Deputy Principal, for more support and guidance.
 - 3.3 If the issue cannot be resolved informally, the school's formal [complaints process](#) will be followed.
 - 3.4 If an international student's complaint is not resolved through the school's internal process, [NZQA](#) or [Ngā Amuamu Tauira/Study Complaints](#) can be contacted.
 - 3.5 NZQA handles complaints regarding breaches of the Code of Practice and expects international students to have first tried to resolve concerns through the school's formal complaints process. Financial and contractual disputes should be raised through iStudent Complaints.
What to do when you have concerns about an education provider is outlined on [NZQA's website](#) including an online form to make a complaint.

Monitoring

The Principal will report on any complaints from fee-paying enrolled international students and their families to the Board, as part of the regular reporting process.

Legislative compliance

[Education and Training Act 2020](#)

[The Education \(Pastoral Care of Tertiary and International Students\) Code of Practice 2021](#)

Ministry of Education – Advice on international students

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