



**Hillmorton High School**  
**Te Kura Tuarua o Horomaka**

## **International Department: International Student Grievance Policy**

### **Background**

#### **Grievance means:**

An approach to the school by or on behalf of a student that expresses dissatisfaction or unhappiness with some element of the student's enrolment at the school. Grievances may relate to pastoral care, accommodation, the education programme or any other element of the students' enrolment. Grievances can be made formally or informally and are dealt with through the school's internal grievance procedures.

#### **Complaint means:**

A formal approach to the Code Administrator where a student is unable to access a schools' internal grievance process or is dissatisfied with the outcome of that process.

### **Purpose**

This policy makes clear factors that will be considered to ensure a proper and fair process is in place to resolve grievances by students or their families.

This policy should be read in conjunction with the Education (Pastoral Care of International Students) Code of Practice 2016 (The Code).

### **Rationale**

If we comply with Outcomes 1-8 of the Code, maintain positive relationships with our students, provide excellent pastoral care and work towards resolving minor issues before they become too big, most student grievances can be settled before a complaint is laid.

In order to ensure that grievances are dealt with fairly and effectively, we must have clear and robust processes in place.

### **Managing Grievances**

The school will ensure that its procedures for dealing with grievances will include the following:

1. A clearly communicated internal process for international students, their parents, or other parties to raise a grievance and have it resolved
2. Clearly defined internal procedures which the school follows to resolve grievances from international students, their parents, or other parties
3. An undertaking to deal with all grievances in a fair and reasonable manner with the intent of resolving concerns effectively and within a reasonable timeframe
4. A clearly communicated complaints process for students, parents, or other parties to follow in the event a student is not satisfied with the outcome from a grievance

5. An undertaking that the school will comply with all aspects of the Code and Disputes Resolution Scheme rules.

## Review and Reporting

### Review

The school will review the conditions relating to this policy as part the annual self-review. The school will collect and record appropriate evidence of the review.

### Reporting

The International Director will report directly to the school Principal on the operation of the International Student Grievance Policy.

*This policy has been approved by the Board of Trustees:*

*Approval Date:* \_\_\_\_\_

*This policy has been reviewed on:*

*Review Date:* \_\_\_\_\_