



WESTLAND HIGH SCHOOL

Te Kura Tuarua o Hokitika

EXPERIENCE SUCCESS TOGETHER
PIKI KOTAHI KI TE TAUMATA

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

Problem.. Talk to	Other Options
Problem with Homestay Talk to your host. If you cannot then talk to.....	Homestay Co-ordinator: Ms Brownie
	International Director: Ms Brownie
Problem with study or your subjects You can talk to...	International Director: Ms Brownie
	Academic and Pastoral Leader Mrs Reeves
	Your subject teacher
Problems or questions about your visa, school, homestay fees, enrolment talk to...	Contact NZ Immigration
	International Director: Ms Brownie
Problem with your health You can talk to	Your homestay (they can help you go to the doctor if necessary)
	International Director: Ms Brownie
	Guidance Counsellor Ms Lauder
	Doctor - free clinic on Wednesdays - see Ms Lauder for appointment

If you have a big problem and have talked to these people, but you are still not happy, you/your parents can either write to the Principal (Mr Murray), or the School Board of Trustees.

If, after contacting the Principal / Board of Trustees, your problem is not solved you can contact <https://www.istudent.org.nz/> is the appointed operator of the International Students Contract Dispute Resolution Scheme (DRS), which was set up to resolve financial and contractual disputes

Make a formal complaint about Westland High School

Download the [formal complaint form \(PDF, 99KB\)](#) at nzqa.govt.nz

Send your completed complaint form, along with any supporting evidence, to: The Complaints Officer, Quality Assurance Division, P O Box 160, Wellington 6140 or email a scan of your completed form, along with scans of any supporting evidence, to gadrisk@nzqa.govt.nz.

If you need more information on the complaints process, contact NZQA on 0800 697 296.