

Waimea Intermediate



INTERNATIONAL STUDENTS COMPLAINT PROCEDURE DISPUTE RESOLUTION SCHEME

What to do if you think the school has failed to follow the Code of Practice.

Internal Procedures

Step 1 If the problem is about a homestay issue, contact the Homestay Co-ordinator at Waimea College, Mrs Wright first. If it is a matter relating to the Waimea Intermediate curriculum, see Mrs Smith



or a general school problem see the International Student Co-ordinator, Ms Colley.

They will listen to you and discuss the issues.

1

Step 2 If the complaint is not dealt with to your satisfaction write a letter to the Principal giving details of your problem.

Step 3 If you are still not satisfied you may ask the Board of Trustees to consider the matter.

If you have a complaint about Waimea Intermediate School breaching the Education (Pastoral Care of International Students) Code of Practice 2016, follow Waimea Intermediate's formal complaint process first.

If this does not resolve your complaint, you can contact the New Zealand Qualifications Authority (NZQA) by phone on 0800 697 296 or email gadrisk@nzqa.govt.nz

Or, if it is a financial or contractual dispute, you can contact Fairway Resolution by phone on 0800 77 44 22. More information is available on the Fairway Resolution website: <http://www.fairwayresolution.com/istudent-complaints>

