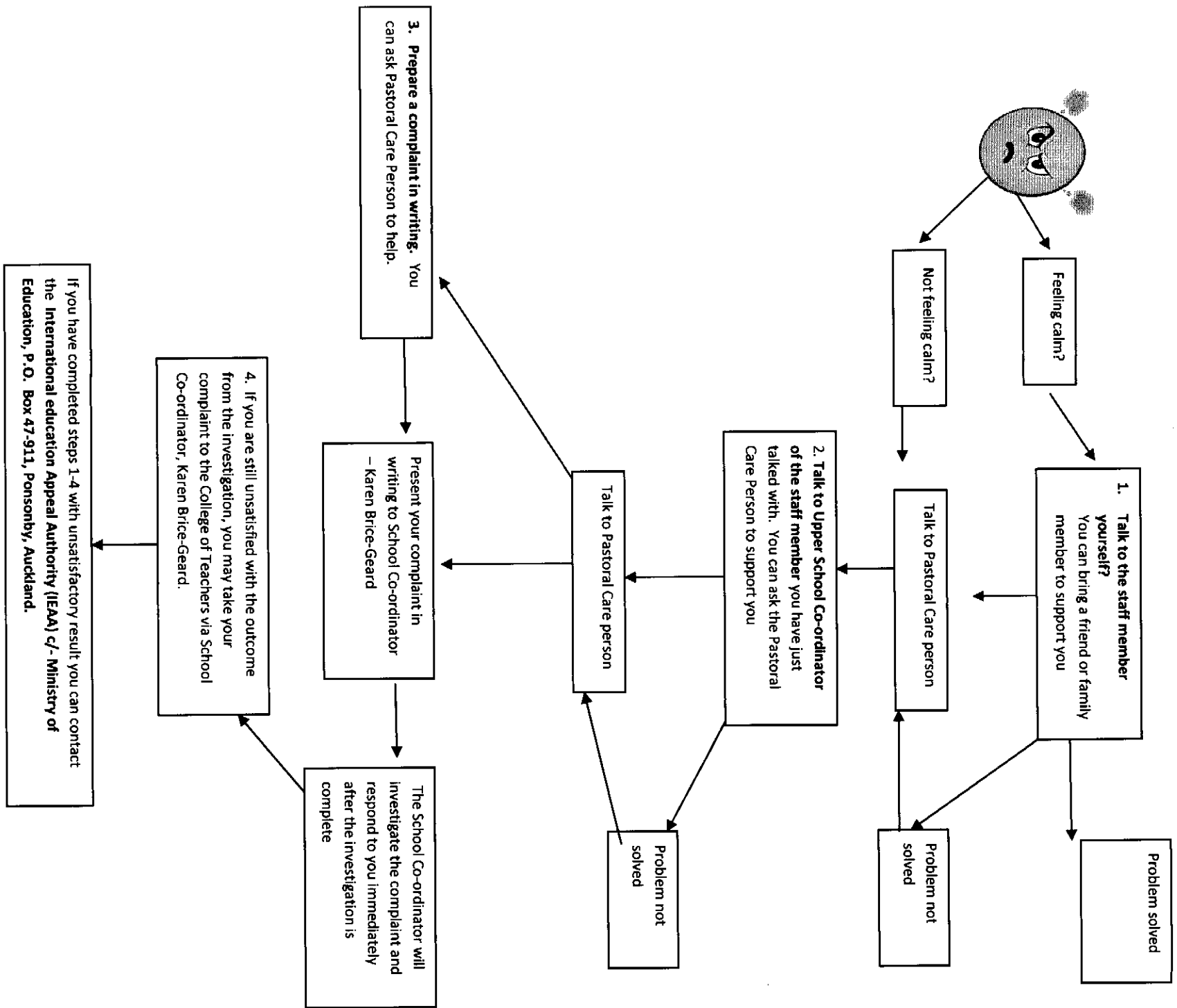
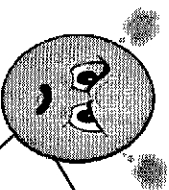


INTERNATIONAL STUDENTS COMPLAINTS PROCEDURE



Feeling calm?

Not feeling calm?

1. Talk to the staff member yourself?
You can bring a friend or family member to support you

Problem solved

Problem not solved

Talk to Pastoral Care person

2. Talk to Upper School Co-ordinator of the staff member you have just talked with. You can ask the Pastoral Care Person to support you

Problem not solved

Talk to Pastoral Care person

3. Prepare a complaint in writing. You can ask Pastoral Care Person to help.

Present your complaint in writing to School Co-ordinator - Karen Brice-Geard

The School Co-ordinator will investigate the complaint and respond to you immediately after the investigation is complete

4. If you are still unsatisfied with the outcome from the investigation, you may take your complaint to the College of Teachers via School Co-ordinator, Karen Brice-Geard.

If you have completed steps 1-4 with unsatisfactory result you can contact the International education Appeal Authority (IEAA) c/- Ministry of Education, P.O. Box 47-911, Ponsonby, Auckland.