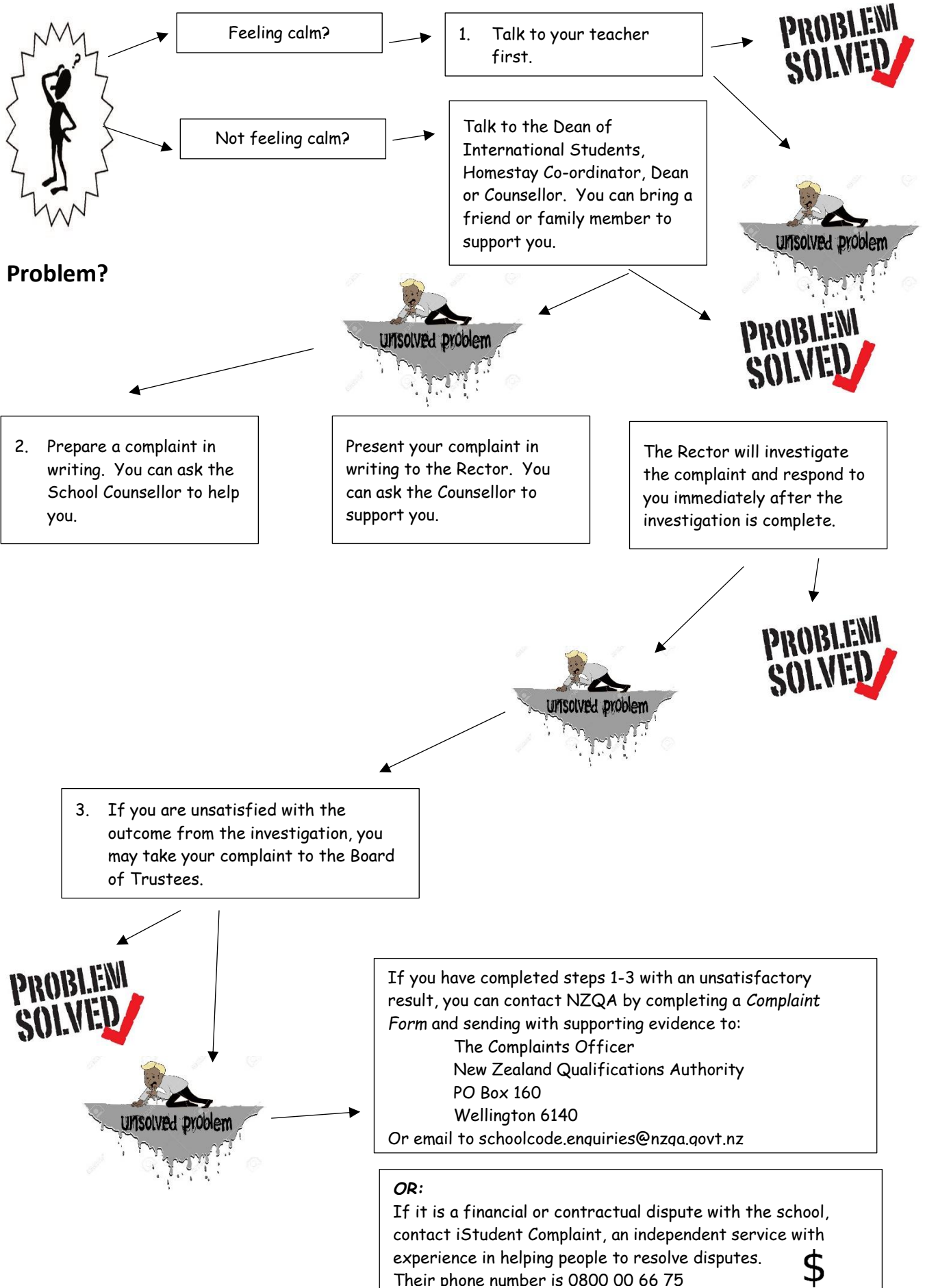


International Students: Complaints Procedures



Complaints Guidelines:

1. If you have a concern or complaint about
 - a member of staff
 - a student
 - your host family
 - your course
 - your finances

It is important that you try and speak with the person concerned and discuss the matter. If you are not satisfied with the response, you can speak with the **Director of International Students, Mr Gill** or speak with either your Dean or School Counsellor.

2. When the Management member, Guidance Counsellor, Dean, teacher, or Director of Boarding receives a complaint, he or she will discuss the matter with you before deciding what further action should be taken. If you want someone else to accompany you when you discuss the matter, you are welcome to do so.
3. The person about whom the complaint has been made, as well anyone else who may have had a part to play in the incident or who may be able to clarify events will be interviewed. Written statements will usually be taken. They will then decide what steps will be taken as a result of the investigation.
4. If you are not happy with response, you are encouraged to put your complaint in writing using the school Complaints Form (**Form A**)
5. A written response indicating an outcome or what further action is to follow will be forwarded to you within five days of receiving the complaint.
6. **Note:** Depending on the nature of the complaint, the matter may be referred to the Board of Trustees for consideration and action. Your complaint will be treated in confidence. However, in the interests of natural justice, the person about whom a complaint is made must have the opportunity to hear and read all details about the complaint, and to reply to it.
7. Should your complaint not be resolved within the school's internal process, you may contact the New Zealand qualifications Authority (NZQA) who will investigate complaints about breaches of the Education (Pastoral Care of International Students) Code of Practice 2016. To follow this process, please submit your complaint query to NZQA via email gadrisk@nzqa.govt.nz or if you need more information on the complaints process, contact NZQA on 0800 697 296
8. Or – if it is a financial dispute – you can contact iStudent Complaints. iStudent Complaints is available to help you resolve financial or contractual disputes with your education provider. There is no cost to you for this service. iStudent Complaints is an independent service with experience in helping people to resolve disputes. You can contact iStudent Complaints on 0800 00 66 75.

TIMARU BOYS' HIGH SCHOOL COMPLAINTS FORM

Timaru Boys' High School has a Policy on Complaints (copy is available from the office).
In order to maintain positive personal relationships and to correct mistakes or failures within the school and boarding hostel, we must be open to receiving any complaint or expression of concern.

This form gives you the opportunity to formally record your complaint or concern.

COMPLAINT OR CONCERN REQUIRING ACTION

(Please use this form. You may attach additional pages if required)

DETAILS

STEPS YOU HAVE TAKEN TO RESOLVE THE MATTER SO FAR

CONTACT DETAILS

Name:

Address:

Phone:

Mob:

Email:

Signature:

Date:

You will receive a written response within 14 days of lodging the complaint – this will indicate the outcome or what further action is to follow.

You may post or deliver this complaint form, marked "CONFIDENTIAL" to:

*The Rector/ or Board Chairman
Private Bag 903
TIMARU*

A copy of this completed form will be available to you as your record.