

## Timaru Boys' High School

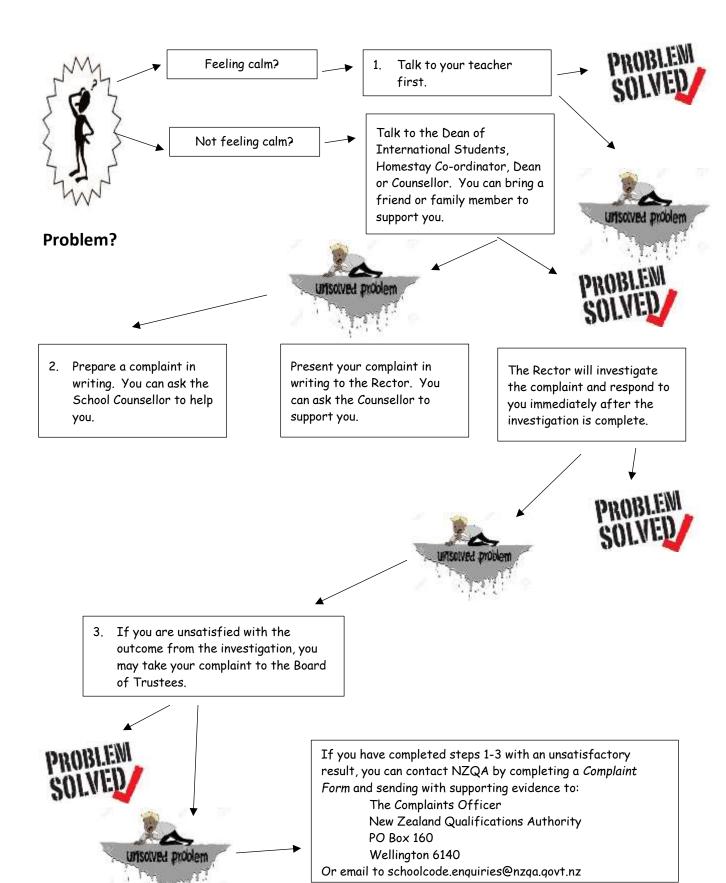
## INTERNATIONAL STUDENTS What to do if you have a problem

| Problems with school                                   |                                |
|--|--------------------------------|
| <ul> <li>Talk to your classroom teacher</li> </ul>     |                                |
| ■ Talk to the Director, Mr Gill                        | Office next to the Hall        |
| <ul><li>Talk to your Dean</li></ul>                    | Go to the Dean's Office        |
| <ul> <li>Talk to the Counsellor, Mr Bunting</li> </ul> | Office in Administration Block |

| Problems with enrolment                             |  |
|---|--|
| ■ Talk to the Director, Mr Gill                     | Office next to the library                           |
| <ul> <li>New Zealand Immigration Service</li> </ul> | Phone 0508 855 8855  www.immigration.govt.nz/contact |

| Problems with health  |   |
|---|---|
| <ul> <li>Talk to Homestay Co-ordinator,<br/>Sarah Shaw</li> </ul> | Office next to the Hall   |
| <ul> <li>Talk to Student Office/ Counsellor</li> </ul>            | Student Office  |
| <ul> <li>See the Public Health Nurse</li> </ul>                   | The nurse visits weekly during a lunch hour. This is a free, confidential consultation – check with the Student Office what day she will be visiting. |

| Problems with homestay  |                                |
|---|--------------------------------|
| ■ Talk to the Director, Mr Gill                                   | Office next to the library     |
| <ul> <li>Talk to Homestay Co-ordinator,<br/>Sarah Shaw</li> </ul> | Office next to the Hall        |
| <ul> <li>Talk to the Counsellor, Mr Bunting</li> </ul>            | Office in Administration Block |



OR:

If it is a financial or contractual dispute with the school, contact FairWay Resolution, an independent service with experience in helping people to resolve disputes.

Their phone number is 0800 00 66 75

## **Concerns and Complaints**

Timaru Boys' High School Policies and Procedures are available to our school community via the following link: <a href="https://timaruboys.schooldocs.co.nz">https://timaruboys.schooldocs.co.nz</a>

A full copy of the Timaru Boys' High School *Concerns and Complaints* Procedures is available from this website.

Username: timaruboys

Password: this has been emailed to our parent community (along with Agents). For further information, contact the Board Secretary on 03 687 7560 or email <a href="mailto:buntingca@timaruboys.school.nz">buntingca@timaruboys.school.nz</a>