

GOT A PROBLEM? LET'S GET IT SORTED

If something is making you unhappy talk to someone to help solve the problem.
You can ask a friend or another person to support you.

Problems with
your
homestay or
caregiver

Problems with
your
schoolwork,
teachers,
assessments

Problems with
other students

Problems with
fees, refunds,
insurance,
enrolment

Talk to
Ms Watson-Peach
Homestay Co-
ordinator

Talk to
The Director of
International
Students or your
homeroom teacher

Talk to
The Director of
International
Students or your
Dean or our School
Counsellor

Talk to
Mrs Greengrass
International
Student
Administrator

If you are still not happy talk to the
Director of International Students

Not happy with the outcome? Ask a trusted staff
member to help you approach the Principal or the Board of Trustees

If you think the school has not found a
satisfactory solution and is in breach of
the Code contact NZQA: 0800 697 296

Submit a complain query on the NZQA
website www.nzqa.govt.nz or email
risk@nzqa.govt.nz

If your complain is about fees, contact iStudent Complaints www.istudent.org.nz