



International Students: Complaints Policy

Rationale:

To promote and ensure the welfare of international students through the establishment of procedures for dealing with complaints from international students or their authorised agents/representatives.

As a signatory to the NZQA's Education (Pastoral Care of International Students) Code of Practice 2016 the school is required to have a policy to deal with complaints from international students or their authorised agents/representatives. This is to ensure that the interests, rights and responsibilities of all parties are met in dealing with complaints.

Guidelines:

1. International students, who have a concern about a possible breach of the Code of Practice, or a school matter should discuss their concern with the Director of International Students or the Principal.
2. Concerns about international staff should be discussed with the Director of International Students, issues with the Director of International Students are to be discussed with the Principal and issues with the Principal are to be taken to the Chair of the Board of Trustees. If the issues or concerns are still unresolved and the internal complaints procedure has been exhausted the matter should be brought to the attention of NZQA.
3. Concerns relating to the homestay situation should be discussed with the International Homestay Co-ordinator or Director of International Students.
4. Procedures to be followed are outlined in the 'Internal Grievance Procedure: What to do if you have a problem'. This procedure is displayed in the International Office and in the ESOL classroom.
5. The 'Internal Grievance Procedure: What to do if you have a problem' will be given to all international agents for distribution to parents and caregivers of current and prospective students, to all international students at orientation.
6. Students are strongly advised to and may request advocacy and interpretation at any time within the complaints and grievance process.

7. Outcomes of the complaints and grievance process will be advised by the Director of International Students or the Principal. Outcomes will be delivered in person or by phone, email, skype or in writing as appropriate to the student's parents or agent.
8. All discussions and outcomes should be dated, recorded and placed on the student's file and/or in E-schools. A copy will be given to the student and the agent or parents on request.
9. Complaints and grievances will be dealt with as expeditiously as possible. If a complaint or grievance is not resolved within 14 days of the Board of Trustees receiving the complaint, the complainant may refer the complaint to the Disputes Resolution Scheme c/- New Zealand Qualifications Authority (NZQA), Private Box 160, Wellington seeking their assistance in resolving the dispute.
10. If there is no resolution or outcome that is satisfactory to the student, the student or their representative has the right to refer to NZQA.
11. Students will be given information about how to access NZQA if breaches to the Code or issues with the school cannot be resolved through the school's internal processes. This information will be available to the student and her family as part of the orientation package. It will also be displayed on the 'Internal Grievance Procedure: What to do if you have a problem' document.
12. Lincoln High School will provide all relevant material and abide by the decisions of NZQA instigating the recommendations to remedy the problem within the timeframe specified by NZQA.
13. Lincoln High School Board of Trustees may appeal against decisions of NZQA.
14. This policy will be reviewed in accordance with the school's policy review procedures by the Board of Trustees. The procedures to handle internal and external procedures will be reviewed biennially by the Director of International Students and ratified by the Board of Trustees.

Approved: 7 June 2020

Reviewed: Biennially