St Peter's Cambridge
NEW ZEALAND
INTERNATIONAL

INTERNATIONAL STUDENTS COMPLAINTS PROCEDURE

Feeling Calm?

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

Problem solved

Not Feeling Calm?

Talk to the Dean / Director of International Students for other problems, or the Homestay Co-ordinator for Homestay problems.

Problem **NOT** solved

2
Ask the Dean / Director of International Students to help you approach senior staff.

Problem solved

Talk to the Dean / Director of International Students

Problem **NOT** solved

3
Prepare a complaint in writing. You can ask for help from the Dean / Director of International Students, International Student Executive Representative, Form Teacher or your Homestay Parent(s)

Present your complaint in writing to the Principal. You can ask the Deans to support you.

The Principal will arrange an investigation of the complaint and respond to you immediately after the investigation is complete.

4
If you are unsatisfied with the outcome from the investigation, you may talk your complaint to the Board of Trustees by writing to the Chairperson at the school address.

If you have completed steps **1-4** with an unsatisfactory result, you can go to:
www.nzqa.govt.nz/assets/Providers-and-partners/Code-of-Practice/int-students-make-a-complaint-updated.pdf