



Kelburn Normal School

International Student Concerns and Complaints Procedure

Kelburn Normal School believes that strong partnerships around student learning are vital. It endeavours to approach concerns by practicing the school values of respect and integrity. There is a common understanding that all partners want what is in the best interests of the child(ren).

How to raise an issue or make a complaint

The School should always be your first point of contact as we need to know if you or your child have any concerns about education they are receiving. Teaching and learning works best when students, parents and teachers talk to each other and work together to solve any problems. If a student has any concerns or grievances concerning issues within the School, they, or their parent/caregiver, are to approach the staff member concerned or the international student coordinator.

Once approached, the initial contact person will if deemed necessary meet with any other appropriate staff members to discuss the grievance. The person heading the meeting will then report back to the student, parent/caregiver and, if necessary, the principal. If the principal is informed they will make the decision to also inform parents if residing overseas.

Clarify the issue (what is your concern?)

Before you or your child approach the school or your child's teacher:

- be clear about the topic or issue you want to discuss
- focus on the things that are genuinely affecting your child
- always remain calm and remember you may not have all the facts relating to the circumstances of the topic or issue you wish to discuss
- think about what would be an acceptable outcome for you and your child
- be informed; check the school's policies or guidelines where relevant; they are available on the school website.

It is important to remember that everyone in the school community should work together in a spirit of cooperation and understanding and should conduct themselves in a respectful, courteous and calm manner.

Contact the school

There are a number of ways you or your child can raise any concerns you have about your child and their education. You can:

- Write a note or email to your child's teacher or the International Student Coordinator
- Make an appointment to speak on the phone or in person with their classroom teacher or the International Student Coordinator. Ensure that you inform them about the issue you wish to discuss
- Arrange any meeting times either through the school office or via email
- Remember to let the school/teacher know if you require some language assistance in any of your meetings.

The staff involved should be given a reasonable amount of time to take the steps required to resolve or address your concerns. Remember, it may not always be possible to resolve an issue to your complete satisfaction.

Contact the principal or deputy principal

Most concerns are resolved by following the steps above. However, if the issue remains unresolved after you have approached your child's classroom teacher or other school staff you can then ask to see the deputy principal or principal.

To do this, you will need to request an appointment through the school office. Please note that:

- the principal may ask another senior staff member to speak with you on their behalf
- if a teacher is going to be present at the meeting it is more likely to occur outside of classroom hours.

If your concern is related to issues of school policy, these should be raised more formally (in writing) with the principal or the school Board of Trustees.

Raising your complaint - by phone or in person

You should make some notes as a guide prior to approaching the school as this helps to set out all the facts in a logical order. You can then use this information when you are speaking with the person dealing with your problem.

- Make a note of the people you speak to about your complaint and the date you spoke with them.
- Stay calm. Remember the person you are speaking with is genuinely trying to help you. If you are unable to stay calm have someone else speak on your behalf.
- Outline the steps you have already taken to resolve the issue.
- Explain what action you think should be taken to resolve the issue. Be reasonable and realistic about your expectations.
- If the complaint you are raising involves another student at the school it is very important that you do not approach them or their parent/s directly as this could make matters worse.
- Understand you could be referred to a more appropriate person within the School, or to an external community agency.

Raising your complaint - in writing

When writing a complaint remember to sign and date any correspondence and provide your full name and address. Provide as much relevant information as possible including:

- relevant dates, places and times
- a description of the incident or problem
- details of any phone conversation or meetings
- details of who you have contacted previously
- any explanations that you think are important
- copies of relevant documents (if appropriate).

If you still feel that your complaint has not been addressed satisfactorily after speaking to your child's teachers and the principal, you can then request the issue be taken to the School's Board of Trustees. All issues discussed will remain confidential and be of benefit to the student and the parents.

What if my grievance can't be resolved internally

If grievances cannot be resolved within the school, a grievance can be taken directly to NZQA. NZQA passes the complaint on to the disputes resolution scheme (DRS). The DRS are responsible for looking into contractual and financial issues. The company that operates the DRS is called Fairway Resolution Limited. Information about Fairway Resolution Limited can be found at <http://www.fairwayresolution.com/got-a-dispute/istudent-complaints>. The school is required to comply with all DRS rules.

NZQA is the first point of contact for contractual and financial complaints. Send your [formal complaint form](#) to:

The Complaints Office
New Zealand Qualifications Authority
PO Box 160
Wellington 6140

Or email your scanned complaints form to schoolcode.enquireis@nzqa.govt.nz

More information can be obtained by calling NZQA on 0800 697 296 or at:

<http://www.istudent.org.nz/>

<http://www.nzqa.govt.nz/assets/Providers-and-partners/Code-of-Practice/int-students-make-a-complaint.pdf>

Other resources:

[International Student Contract Dispute Resolution Scheme Rules 2016](#)