



FAIRFIELD INTERMEDIATE SCHOOL

COMPLAINTS & GRIEVANCES **FOR INTERNATIONAL STUDENTS**

WHAT DO I DO IF I HAVE A GRIEVANCE OR A COMPLAINT?

We want you to be happy at **Fairfield Intermediate School**. There are times however, when things do not go as smoothly or as well as we may like. Here are some ideas about what you can do about it.

1. Problems with a School Staff Member:

- a. Make a time to talk to your classroom teacher about your concern.
If your concern is the classroom teacher, make a time to speak to the Teacher responsible for International Students who is **Ms Pennie Braithwaite**
- b. Ms. Braithwaite will then ask you and your parents to come to a meeting with the Acting Principal **Ms Angela Walters** to discuss the issue.
- c. After a few days, if you or your Parents do not think the problem has still not been resolved the Director Of International Students will the ask you and your parents to come to a meeting with the Board of Trustees Chairperson.

2. Problems with school friends:

1. Take the time to talk to your teacher or **The Director of International Students** about your concern.
2. If you or your Parents feel the Problem is still not resolved after a few days, The Director of International Students will make a meeting with your House Dean to discuss the matter.
3. If you or your Parents feel the matter is still not resolved the Director of International Students will make a meeting with you and your parents with the Appropriate Dean of Pastoral Care to discuss the Issue.
4. After a few days, if you or your Parents do not think the problem has still not been resolved, the Director of International Students will then ask you and your parents to come to a meeting with the School Acting Principal **Ms Angela Walters**

3. Problems with your Homestay/Designated Caregiver:

1. Make a time to talk to the Director of International Students **Ms Pennie Braithwaite**. She will discuss the concerns with you and take appropriate action. This will include having a meeting with the Homestay/ Designated Caregiver to discuss the situation.
2. If you or your Parents still feel the problem is not resolved the Director of International Students will then ask you and your Second Language Support Person to attend a meeting with the **School Acting Principal Ms Angela Walters**.
3. **In such cases as you have to be moved from a New Zealand homestay or Caregiver Accommodation this will be done with the Principal, your Second Language Support Person and The Director of International Students.**

IMPORTANT INFORMATION for GRIEVANCE PROCEDURES

- At all the meetings and discussions, a second Language Support Person will be present.
- If you do not have access to a second hand language support person the website below will direct you to information regarding this.
- All information regarding your complaint will be taken of your concerns and of the solutions put in place.

1. If you and/or your parents feel that the school **Fairfield Intermediate School** has not satisfactorily resolved your issue then you may contact the International Education Appeal Authority, whose address is:

International Education Appeal Authority
c/- Ministry of Education
Private Bag 47 911
Ponsonby
Auckland
New Zealand

Phone: (0064 9) 374 5481
Fax: (0064 9) 374 5403
Email: info.ieaa@minedu.govt.nz

2. If you and /or your parents feel that the School **Fairfield Intermediate School** has not satisfactorily resolved an issue surrounding the **School for the Pastoral Care of International Students** you can contact the New Zealand Qualifications Authority (NZQA)
3. You can download the **Complaint F orm** from the NZQA website and send , along with Supporting Evidence, to:

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

Or

Email or scan the completed form along with supporting evidence to
Schoolcode.enquiries@nzqa.govt.nz

For more information on the Complaint Process, you can contact NZQA on 0800 697 296

You must be able to show the Complaints Authority that you have tried to get the school to act before you contact them. They will consult the school to see if anything can be done to help you.

If you do have a problem, please ask for help while it is still a little problem. Do not wait for it to become a big problem. If you are not confident that your English is good enough you can always bring a friend who has better English.

**We hope your stay at Fairfield Intermediate School
is a happy one.**

Approved Date: May 2023

Review Date: July 2024

Signature: (Director of International Students).....

Signature (Principal).....

Signature (Board of Trustees Chairperson)