



# Te Kuiti High School

## Grievance Procedures

### **What do you do if you have a grievance?**

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

#### **Problems with a teacher**

Make a time to talk to your classroom teacher about your concern. If your concern is the classroom teacher, make a time to talk to the person responsible for International Students at Te Kuiti High School. After a few days, if you do not think the problem has been solved by your classroom teacher or by the International Dean, talk to the Deputy or Assistant Principal. If, after a few days, after you have spoken to the Deputy or Assistant Principal, the problem is still there, talk to the Principal.

#### **Problems with school friends**

Take the time to talk quietly to your Year Level Dean or International Dean about your concern or you can make an appointment at the Front Office to talk to the school counsellor/social worker. You can also talk with the Principal, Deputy Principal or Assistant Principal who are also very helpful and you can make an appointment to meet with them at the Front Office.

#### **Problems with your Homestay (Residential Caregiver)**

Make a time to talk to the International Dean who is responsible for Homestay matters for International Students who will discuss the concerns with you and help you to sort things out. If necessary, contact will be made with the Principal and/or your parents on the matter.

#### **At all the above meetings, notes will be taken of your concerns and of the solutions put in place.**

If, after all the above have been tried, it is felt that your problem has not been resolved, then you or your parent need to **contact NZQA first when you have any concerns or complaints about an education provider.**

If the complaint is contractual or financial, NZQA will direct the complainant to the International Student Contract Dispute Resolution Scheme (DRS). It's up to the student if they use the DRS which is a free service, or take the case to tribunals or courts which will charge a fee to users, and may take longer.

You can contact NZQA if you need more information on the complaints process on **0800 697 296**

You must be able to show them 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 Te Kuiti High School is a happy one.