

International Students Grievance Procedures

Background

To ensure transparent, fair and accessible processes are in place to resolve any grievances that International Students or their parents/guardians may have at Hamilton East Primary School (HES).

Guidelines

1. For any International Student behaviours causing concern, HES will follow their behaviour procedures as outlined in their behavioural management plan which will be attached to their signed contract.
2. In the first instance if parents/guardians or the International Students have concerns, these will be taken to the teacher concerned or HES office staff, depending on the nature of the grievance. The Deputy Principal (or whomever has delegated responsibility for International Students) will be informed.
3. If the matter is not resolved or not resolved to the satisfaction of the parents/guardians, the Deputy Principal will work towards a suitable resolution for both parties.
4. If the grievance is still not resolved at the Deputy Principal level then the Principal will be informed and a meeting will be held with the Principal, the Deputy Principal and the parents/guardians to ensure a suitable resolution is reached.
5. At any time the parent/guardian can take their concerns to the administrator of the Code of Practice risk@nzqa.govt.nz or the International Student Contract Dispute Resolution Scheme DSR (there is no cost for these services).
6. Parents/guardians enrolling their International Students will be made aware of this procedure at the time of enrolment.

Associated Documentation

International Students Policy

International Students Discipline Procedures

International Students Safety Procedures

International Students Attendance Procedures

International Students Fees Protection and Refunds Policy

International Students Enrolment Procedures

International Students Visa Monitoring Procedures

Code of Practice of International Students
Education Act 1989 (and amendments)

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