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Outcome 22: Compliance with International Student Contract Dispute Resolution Scheme Policy

Otamatea Christian School will comply with the DRS rules.

Process

(1) Otamatea Christian School will ensure that it is familiar with the DRS rules and ensure compliance with those rules in a dispute to which it is a party.

(2) Otamatea Christian School recognizes that failure to comply with the DRS rules is a breach of this code and may trigger sanctions by the code administrator.

Procedures

1. A hard copy of the DRS rules is available in the School Office.
2. The School Board will be given a digital copy of the DRS rules to familiarize themselves with – website:
<http://legislation.govt.nz/regulation/public/2016/0042/latest/whole.html#DLM6748715>
3. The Director for International Studies will keep a digital copy of the DRS rules.
4. All International Students or their guardians/parents (for students under 18 years of age) will be given contact information on the authorities that they need to be in contact with should they have a dispute with the school.
5. The school will have a graphic organizer that displays the process for the complaints process with appropriate contacts displayed.
6. Information about the Disputes Resolution Scheme will be displayed in the Student Handbook.
7. Should the Code Administrator be contacted by the DRS operator they will supply all information that is required in a reasonable time frame so that a resolution can be reached.

This policy and its procedures will be reviewed annually.

RNext Reviewed: October, 2022