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Outcome 21: Dealing with Grievances Policy and Procedures

Otamatea Christian School must ensure that all international students have access to proper and fair procedures for dealing with grievances.

32 Process

- (1) Otamatea Christian School must ensure that—
- (a) it has an effective internal process for addressing grievances by its international students; and
 - (b) its international students are informed about that process.

Procedures

- (2) Each signatory must advise its international students—
- (a) of the availability of recourse to the code administrator or DRS or any other relevant authority if a student cannot access the internal grievance process or is dissatisfied with the outcome or experience of using that process; and
 - (b) how to make a complaint to the code administrator or to seek resolution of a financial dispute under the DRS. (International Student Handbook)



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Internal Grievance Procedures for International Students Concerns and Complaints Policy

Rationale

Self-managing schools have a direct responsibility for the quality of teaching, learning, and pastoral care and for the promotion of a positive school climate. It is important to have an agreed process that is seen to be fair by students, parents, authorised agents and teachers, and to implement the process in accordance with being a good employer and the requirements of the employment contracts and the International Code of Practice. The policy is designed to instil confidence in students, parents, teachers, and authorised agents that all parties will be dealt with fairly.

Definitions

Internal Process: For the purposes of this policy, a **concern** is anything a person wishes to raise with the school. This can be done in an informal and confidential way. The matter may just require clarification, or some modification of school procedures.

External Process: If the matter cannot be resolved at this level, the person with the concern may make a formal complaint to **NZQA** or via **istudent complaints**.

Policy Statement

1. Each concern or complaint will be dealt with as close to its source as possible.
2. The Board of Governors is responsible for dealing with concerns and complaints about the Principal, the International Student Director, or teachers and with complaints that the Principal has investigated and deems serious.
3. The principles of natural justice will be followed; that is, the person about whom a formal complaint is made must have the opportunity to:
 - . Hear the details of the complaint
 - . Respond to the complaint.In addition, the person(s) making a decision on dealing with a complaint must pay due regard to all parties without bias.
4. All perspectives will be heard before decisions are made.
5. The interests of all people will be taken into account.
6. People who raise a concern that needs an answer, or who make a formal complaint, will be informed of any outcomes.
7. Records will be kept of all formal complaints received, detailing the process followed and any outcomes that result. These will be filed in the International Student file under each student's name.
8. The complaint will be dealt with immediately or within two weeks if a special board meeting needs to be arranged.

OBJECTIVES:

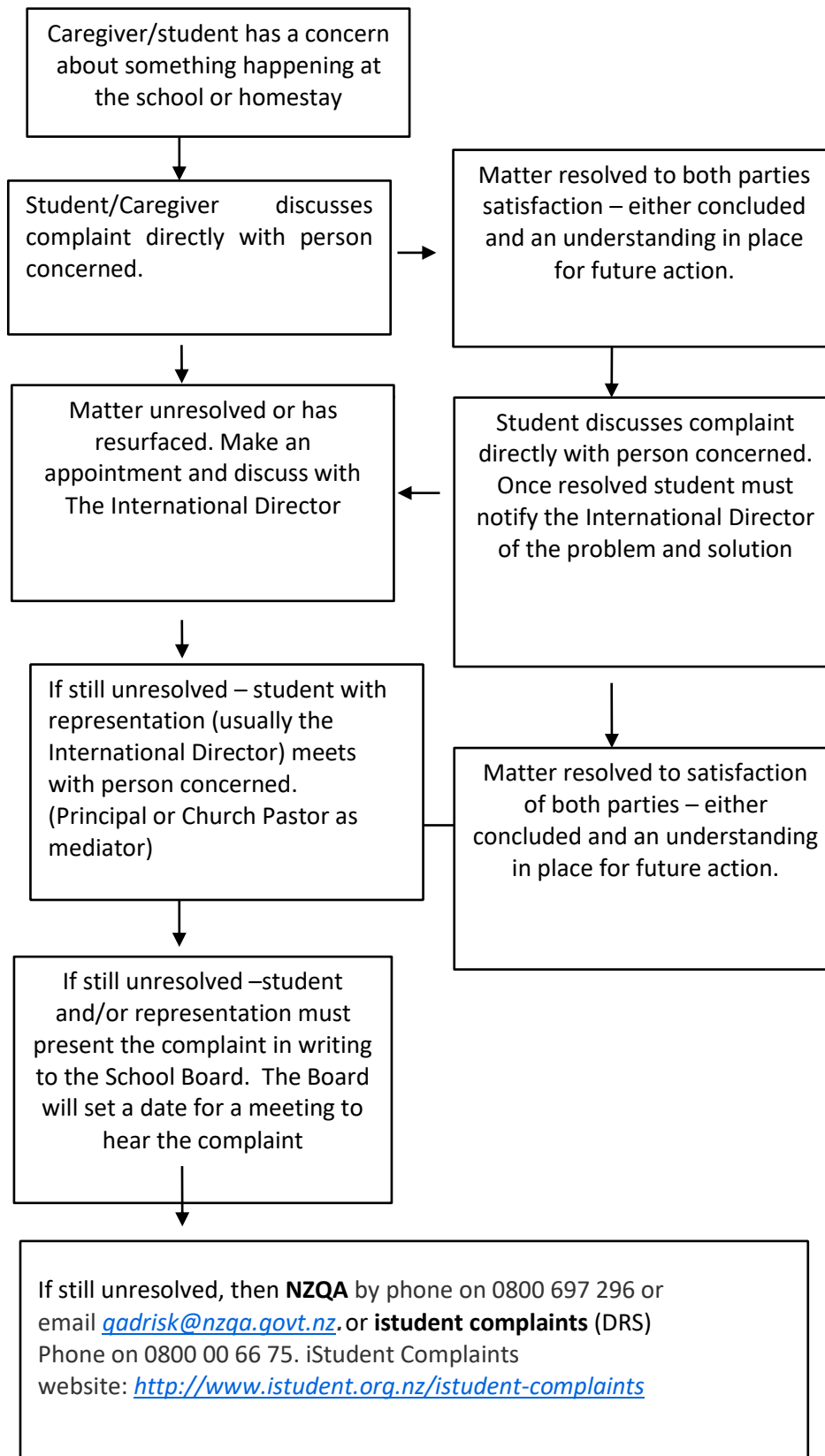
1. All concerns and complaints whether they are verbal or written need to be addressed at the earliest opportunity.

All International students are to be given the NZQA brochure for international students about the complaints process or directed to the NZQA website

<https://www.nzqa.govt.nz/assets/Providers.../int-students-make-a-complaint-updated.pdf>

2. Complaints are to be stated in specific terms.
3. Complaints will be dealt with in accordance to provisions in the policy.

Flowchart of Internal Procedures Relating to Complaints





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Internal Procedure

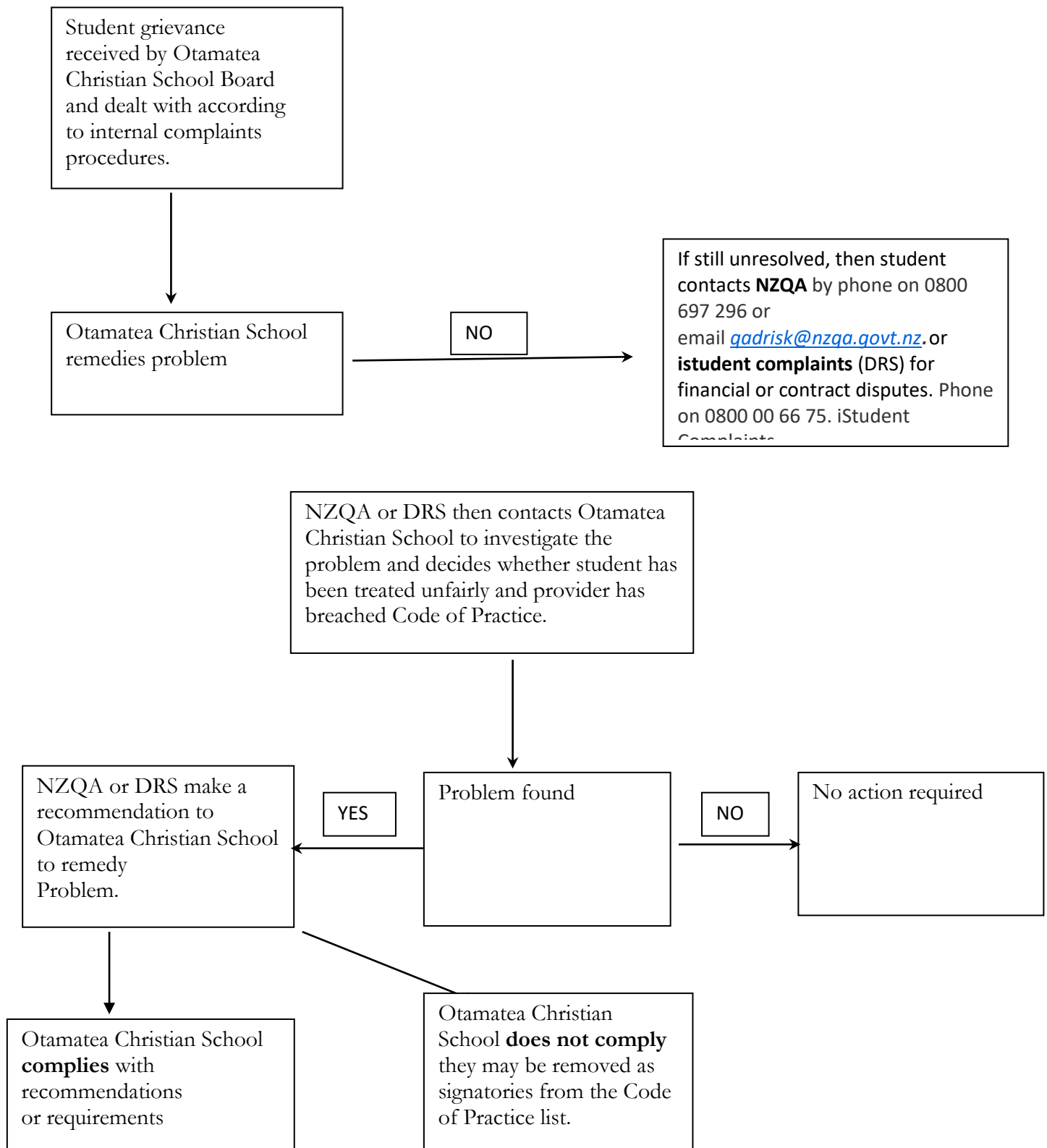
External Grievance Procedures for International Students Concerns and Complaints Policy

1. If an international student has a complaint about Otamatea Christian School's compliance with the Code of Practice, they should try and resolve it by using the Internal process for the first instance.
2. If their complaint is not resolved, they can take their complaint to one of the following Agencies:

 - a. **NZQA** which handles all complaints alleged non-compliance with the Code of Practice, other than financial and contractual disputes. New Zealand Qualifications Authority (NZQA) by phone on 0800 697 296 or email gadrisk@nzqa.govt.nz.
 - b. **istudent complaints** which is the appointed operator of the International Student contract, Dispute Resolution Scheme (DRS) which was set up to resolve financial and contract disputes. Phone on 0800 00 66 75. More information is available on the iStudent Complaints website: <http://www.istudent.org.nz/istudent-complaints>

Flowchart of Procedures Relating to Complaints

External Procedure





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Otamatea Christian School Board of Governors: Procedures for Dealing with A Formal Complaint

1. A meeting should be convened to discuss the complaint as soon as possible and no later than two weeks from when the complaint was received.
2. All grievances should be documented and a copy sent to the student for verification, along with details of who the student should contact if they do not agree with any part of the information.
3. Documents should identify (if appropriate) how the grievance could have been avoided/how the student could have been supported better/if there needs to be any changes to the process.
4. Complaints should be resolved at the earliest opportunity.

This policy and its procedures will be reviewed annually.

Next Reviewed: October, 2022