



## Grievance Procedures for International Learners

If a student is having any problems at school it is important the student tells a member of staff who should be able to help the student and put things right.

1. **Problems with schoolwork** – talk to your class teacher
2. **Problems with your teacher** – talk to the Deputy Principal
3. **Problems with school friends** – talk to your class teacher or the Deputy Principal.

If you are unsure how to contact the above people, speak to Helen Bould, the designated staff member for International Students in the school office. 09 534 4363 or email [helenc@mellonsbay.school.nz](mailto:helenc@mellonsbay.school.nz)

If after doing this you are still not happy, you should ask to talk to the Principal. If after talking to the Principal you feel the problems have not been solved you should write to the Principal who will meet with you and in an attempt to solve your problems.

If you still feel your problems have not been solved, you may contact the International Education Appeal Authority, whose address is:

New Zealand Qualifications Authority (NZQA)  
P O Box 160  
Wellington 6140  
New Zealand

Ph: 0800 697 296

Ph: (04) 463 3000

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, or we can provide an interpreter.

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