

TAURANGA BOYS' COLLEGE



Complaints Procedure for International Students & Parents

IF YOU HAVE A PROBLEM - FOLLOW THE STEPS

Ask for help early. Don't wait for a small problem to become a big one.

If English is difficult, ask a friend or staff member for help explaining

STEP 1 - TALK TO SOMEONE

PROBLEMS WITH TEACHERS OR SUBJECTS



Mrs Roff
International Director



Mr Orchard
Academic Tutor



Mrs Roff
International Director



Mrs Young
Homestay Manager

PROBLEMS WITH VISA, ENROLMENT OR INSURANCE



Mrs Dawson
Administrator

PROBLEMS WITH FRIENDS OR OTHER STUDENTS

STEP 2 - STILL NOT RESOLVED?



MR TURNER

Principal

Ngā amuamu tauria
Study complaints



<http://www.studycomplaints.org.nz/>

Phone: **0800 006 675**

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.

STEP 3 - EXTERNAL SUPPORT

If you are not happy with the help you have received, write a letter to the Board of Trustees.

If you feel your problem is not being solved by the school, you can contact the New Zealand Qualifications Authority (NZQA)

www.nzqa.govt.nz

Phone 0800 697296 or qadrisk@nzqa.govt.nz