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1.2 International Students -Grievances, Concerns and Disciplinary Policy

Approved by: Board of Trustees

Contact: Asst. Principal (International)

Group: Leadership Team

Date effective: June 2018

Review date: June 2021

Reviewed by: Asst P & International Director

RATIONALE

Nelson College believes that strong partnerships around student learning are vital.

Nelson College endeavours to approach concerns by practicing the school values of respect and integrity.

There is a mutual understanding that all partners want what is in the best interests of the child.

Policy and procedures must exist to ensure that such situations are dealt with in a manner which is fair to both the student concerned and the College.

PURPOSES

1. To ensure that legislative requirements are met.
2. To protect the interests of the student.

GUIDELINES

1. How to raise an issue or make a complaint

The School should always be your first point of contact as we need to know if you or your child have any concerns about the pastoral care and education they are receiving. If a student has any concerns or grievances concerning issues within the School, they, or their parent/caregiver, are to approach the classroom teacher and International student Director Mr Hart ch@nelsoncollege.school.nz

2. Clarify the issue (what is your concern?)

Before you or your child approach the school:

- be clear about the topic or issue you want to discuss
- focus on the things that are genuinely affecting your child
- always remain calm and remember you may not have all the facts relating to the circumstances of the topic or issue you wish to discuss
- think about what would be an acceptable outcome for you and your child

3. Contact the school

There are several ways you or your child can raise any concerns you have about your child and their education. You can:

- Write a note or email to the International Director



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- Make an appointment to speak on the phone or in person with their Dean and/or the International Director. Ensure that you inform them about the issue you wish to discuss.
- The International Director will determine in consultation with you if you require some language assistance in any of your meetings. The school will endeavour to provide such assistance.
- Most concerns are resolved by following the steps above. However, if the issue remains unresolved after you have approached the Dean and/or the International Director you can then ask to see/contact the Headmaster or Assistant Principal (International)
- If your concern is related to issues of school policy, these should be raised more formally (in writing) with the Headmaster and/or the College Board of Trustees.

4. Raising your complaint - by phone or in person

You should make some notes as a guide prior to approaching the school as this helps to set out all the facts. You can then use this information when you are speaking with the person dealing with your problem.

- Make a note of the people you speak to about your complaint and the date you spoke with them.
- Outline the steps you have already taken to resolve the issue.
- Explain what action you think should be taken to resolve the issue. Be reasonable and realistic about your expectations.
- If the complaint you are raising involves another student at the school, it is very important that you do not approach them or their parent/s directly as this could make matters worse.
- Understand you could be referred to a more appropriate person within the College or to an external community agency.

5. Raising your complaint - in writing

When writing a complaint remember to sign and date any correspondence and provide your full name and address. Provide as much relevant information as possible including:

- relevant dates, places and times
- a description of the incident or problem
- details of any phone conversation or meetings
- details of who you have contacted previously
 - any explanations that you think are important
 - copies of relevant documents (if appropriate).

If you still feel that your complaint has not been addressed satisfactorily after speaking to your child's teachers and the Headmaster, you can then request the issue be taken to the School's Board of Trustees. All issues discussed will remain confidential and be of benefit to the student and the parents.



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What if my grievance can't be resolved internally

If grievances cannot be resolved within the school, a grievance can be taken directly to NZQA. NZQA passes the complaint on to the disputes resolution scheme (DRS). The DRS are responsible for looking into contractual and financial issues. The company that operates the DRS is called Fairway Resolution Limited. Information about Fairway Resolution Limited can be found at <http://www.fairwayresolution.com/got-a-dispute/istudent-complaints>. The school is required to comply with all DRS rules.

NZQA is the first point of contact for contractual and financial complaints. Send your formal complaint form to:

The Complaints Office
New Zealand Qualifications Authority
PO Box 160
Wellington 6140

Or email your scanned complaints form to schoolcode.enquireis@nzqa.govt.nz

OTHER RESOURCES

<http://www.nzqa.govt.nz/assets/Providers-and-partners/Code-of-Practice/int-students-make-a-complaint.pdf>

[International Student Contract Dispute Resolution Scheme Rules 2016](#)



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APPENDIX ONE

College communication with parents and agents regarding Grievances / Concerns and/or Disciplinary issues.

Parents and agents will be kept informed in writing/email throughout each step of the process being followed. This relates to addressing a grievance and/or investigating a concern and/or investigating a disciplinary matter. Students, parents and agents will be directed to this policy for information.

- An international student if required to be interviewed and/or make a written statement on a potential disciplinary and or grievance matter to a College administrator will be supported by the International Director or a designated member of the international or guidance team. The student cannot decline a support person without written authority from his parents unless he is over the age of 16. Such interviews will be recorded electronically. The student with his parent's permission can request other specific adult support person(s) to be present.
- An international student will be offered counselling and support throughout each step of the process which relates to addressing a grievance and/or investigating a concern and/or investigating a disciplinary matter.
- All discussion at International/Boarding and/or Deans pastoral care meetings related to a student grievance and/or concerns or disciplinary matters related to an international student will be fully documented including written action points, dates/times and processes to be followed.
- Parents and agents will be kept fully apprised in a timely manner and in writing of all grievances / concerns / disciplinary matters involving an international student.

Ratified Nelson College BOT

June 2018

To be reviewed June 2021