

# GRIEVANCE/COMPLAINT PROCEDURES

## Concerns/Grievance Procedures – in detail

- If there is something bothering you, please talk to the school about it. Mrs Hosking has the full details, but here is a short list of who to speak to. The College will try to sort things out:
  - Homestay problems – see Mrs Wakelin
  - Visa problems – see Mrs Hosking or Tania Rule
  - Day to day school problems – Student Office or your Family Form Teacher
  - Teacher problems – see Mrs Hosking or your Family Form Teacher
  - Problems with other students – See any teacher straightaway
  - Problems with the school – see Mrs Hosking, Mr Ross Preece (Principal) or write to the Board of Trustees.
  - If Ashburton College has not resolved your complaint, and you still wish to have it resolved then you can contact NZQA. This is a Government Department that can provide independent assessment of your complaint and will either investigate your concern or advise you on what to do next. NZQA can be contacted by phone 0800 697 296 or by email on [qadrisk@nzqa.govt.nz](mailto:qadrisk@nzqa.govt.nz).
  - If your concern is a financial dispute then you can contact iStudents Complaints on 0800 006 675 – there is no cost for this service. They are experienced in helping people to resolve disputes and their website is [www.fairwayresolution.com/got-a-dispute/istudent-complaints](http://www.fairwayresolution.com/got-a-dispute/istudent-complaints)

***Please remember we are here to help.***