



## GRIEVANCE PROCEDURES

- **Issues with subjects or teachers**  
Make an appointment to see the International Student Dean. If you have seen the Dean, but don't feel that the issue has been adequately dealt with, you can ask to see the Principal.
- **Issues with fellow students**  
See the of the Dean of International Students or one of the school counsellors
- **Issues with your homestay**  
See the Dean of International students.

If you have seen the appropriate person(s), but the issue has not been resolved to your satisfaction, see the Principal to discuss the options available to you.

If you are still not satisfied, you or your parents can write to the Principal.

If you believe you have not been dealt with fairly by the school, you may contact the International Education Appeal Authority, whose address is:

***International Education Appeal Authority  
Tribunals Unit  
Level 1, 86 Custom House Quay  
Private Bag 32001  
Panama St  
Wellington***

***Phone: (64 4)4626660***

***Fax: (64 4)4626686***

***Email: [ieaa@justice.govt.nz](mailto:ieaa@justice.govt.nz)***

***Website: [www.justice.govt.nz/tribunals/international-education-appeal-authority](http://www.justice.govt.nz/tribunals/international-education-appeal-authority)***