



# Kaitao Intermediate School

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## Dealing with Grievances

See the Code, Outcome 5, clause 20.1.e, and Outcome 9, clauses 31–32.




Students and their families are given information about the grievance procedures available to them in the information they receive at enrolment, and during the induction process. If our school uses an agent, we ensure they are also aware of our grievance procedures.

To help international students cope with problems, we encourage and help them to address concerns early and let them know they can ask a support person to help. When **raising concerns or grievances** we follow these steps:

1. Encourage and support the student to discuss their issue with the person involved.
2. If a student doesn't want to talk to a particular person, or is unhappy with the outcome after discussing the matter, we help them contact the principal or the international student coordinator for more support and guidance.
3. If the issue cannot be resolved informally, we follow the school's **formal complaints** process.
4. If a student's complaint is not resolved through the school's internal process, **NZQA** or **iStudent Complaints** can be contacted.

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### Related topics

- **International Safety and Wellbeing**  (general information about how we support international students)
- **Concerns and Complaints**  (information about informal and formal complaints at our school)
- **Compliance with International Student Contract Dispute Resolution Scheme** 

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### Resources

- NZQA: **Student complaints about providers' compliance with the Code of Practice** 
- NZQA: **Student complaints about an education organisation** 

**Release history: Term 2 2020**

#### IN THIS SECTION

#### NZQA and Complaints

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*Last **scheduled review***

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*Last **internal review***      *Term 2 2020*

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*Topic type*      *Generic*

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