

Appendix 3: Complaints Procedure

COMPLAINTS PROCEDURES FOR INTERNATIONAL STUDENTS

If you have an issue of concern or a complaint about any matter concerning your situation at Takapuna Grammar School you must ensure that you discuss that as soon as possible with a staff member.

You might want to:

1. Take a friend or adult with you
2. Talk to your agent and involve him or her in the discussion
3. Inform your parents or guardians that you have a concern or complaint

You need to follow the following process :-

Concerns about:
- Courses or teaching
- Personal issues
- Bullying or harassment
See Mrs Peach, the Director of International Students

Available at the Student Services Centre

Concerns about:
- homestays
- visas or administration
- fees and charges
See Mrs Brennan, International Manager or Mrs Eaton, Homestay Coordinator

Available in the International Office

