Complaint Procedure Chart - Procedure 7b

Step	What to do	Who can help
1. Talk early	Talk with the person involved if it feels safe and appropriate. Explain the concern and what would help.	Learning Coach, buddy, parent/caregiver, support person
2. Ask for school support	If the concern is not resolved, or you do not feel comfortable talking directly, contact the International Student Coordinator or school leadership.	International Student Coordinator, Principal, Heath McNeil, Deputy Principal, Cheryl Hill or a trusted staff member
3. Formal school complaint	Put the complaint in writing. The school will acknowledge it, keep a record, investigate fairly and communicate next steps.	Principal or Board Presiding Member, as appropriate
4. External help - Code concern	If the complaint is about whether the school has met the Education Code and it remains unresolved, contact NZQA.	NZQA
5. External help - financial/contractual dispute	If the dispute is about money or contract matters and remains unresolved, contact Study Complaints.	Study Complaints | Ngā Amuamu Tauira