Elim Christian College

INTERNATIONAL COMPLAINTS PROCESS

Problems with:

Students? Teachers?

Other staff?

Problems with:

Host family?

Your Tutor Teacher

You can bring a friend to support you.

International Homestay / Student Support

You can bring a friend or family member to support you.

No resolution?

International Student Support

You can bring a friend or family member to support you.

No resolution?

International Director

You can bring a friend or family member to support you.

No resolution?

Prepare a complaint in writing.

You can ask a school counsellor to help you.

Principal

Present your complaint to the Principal. You can bring a friend, family member or school counsellor to support you.

The Principal will investigate the complaint and respond to you immediately after the investigation is complete.

No resolution?

If you are not satisfied by the outcome of our complaints process, you may notify the New Zealand Qualifications Authority (NZQA). Please refer to the NZQA website for more information on their role and process.

You may also be able to take your complaint to Study Complains – a dispute resolution provider specialising in supporting international students in resolving disputes with their schools.