

When students from overseas come to James Hargest College to study, it is important they are:

- Well informed
- Safe
- Properly cared for at all times

James Hargest College accepts this responsibility and has systems in place to support all International Students. The school will deal with any grievances / issues in a professional, fair and just manner, keeping details confidential.

Under the “Code of Practice for the Pastoral Care of International Students”, James Hargest College has agreed to:

- Maintain high professional standards.
- Recruit and contract students in an ethical and responsible manner.
- Supply comprehensive, accurate and up-to-date information.
- Supply information to students before they make decisions.
- Recognise individual needs of students.
- Ensure students under the age of 18 are in safe accommodation.
- Ensure we have systems and staff to help resolve grievances.

1. If day-to-day issues arise, the student must decide who they have confidence in and can discuss the issue with. Any of the following can be a support person and can advocate for the student.
 - i. Classroom teacher
 - ii. ESOL teacher
 - iii. Guidance Counsellor
 - iv. Dean of the students Year level
 - v. Homestay Co-ordinator
 - vi. Careers Advisors

or someone else at James Hargest College.

Day-to-day issues can normally be resolved with the assistance of one of the above. Should the student be unable to resolve the issue, it should be discussed with Director of International Students.

2. If an International student has serious concerns about their treatment by James Hargest College, by their homestay family or by an Agent, (i.e. a serious matter) then they should:

Step 1: Discuss this with the Director of International Students, Ms Buchanan (If the concern is about the Director, you should talk to the Principal).

Step 2: If unresolved, the grievance should be taken to the Principal, Mr Newell. The International Student is welcome to take a support person or interpreter. The Principal will carefully investigate the complaint/ research and mediate all grievances and discuss with the International Student his outcome/decision.

Step 3: If you think his decision is unjust, he/she can write to the BOT:
James Hargest College Board of Trustees
C/- James Hargest College
288 Layard Street
Invercargill

Reviewed: March 2021

Step 4: If you are still very unhappy and the issue is not resolved after a reasonable period of time, then the student can contact NZQA. NZQA is a government organisation. Please download the formal complaints form. Send your completed form, along with any supporting evidence, to:

The Complaints Officer
Quality Assurance Division
NZQA
PO Box 160
Wellington 6140

OR email a scan of your completed form, along with scans of any supporting evidence, to gadrisk@nzqa.govt.nz. If you need more information on the complaints process, contact NZQA on 0800 697 296.

IF the complaint is about a financial/contractual dispute please contact iStudent Complaints, on 0800 00 66 75.

Reviewed: March 2021

GOT A PROBLEM? LET'S GET IT SORTED

If something is making you unhappy, talk to someone to help solve the problem.
You can ask a friend or another person to support you.

Problems with
your homestay
or caregiver

Talk to
Kylie Hodson



Problems with
your
schoolwork,
teachers,
assessments

Talk to



Ms Buchanan

Mrs Black



Problems with
other students

Talk to

Your form teacher Ms
Buchanan



OR

Mrs Lindsay



Guidance Counsellor

Problems with
fees, refunds,
insurance,
enrolment

Talk to

Shellee Madden



If you are still not happy talk to the
International Student Director

Ms Buchanan

+64 27 230 9785



Mr Newell
Principal

Not happy with the outcome? Ask a trusted staff
member to help you approach the Principal or
Board of Trustees

If you think the school has not found a satisfactory
solution and is in breach of the Code contact
NZQA: 0800 697 296

Submit a complaint query on the NZQA
website www.nzqa.govt.nz
or email risk@nzqa.govt.nz

If your complaint is about fees, contact iStudent Complaints www.istudent.org.nz

Junior Campus

Reviewed: March 2021

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Problems
with other
students

Problems
with fees,
refunds,
insurance,
enrolment

Talk to
Kylie Hodson



Talk to
Homeroom
Teacher
OR
Deans

Year 7 Year 8



Miss Madden



Mrs Saunders

OR
ESOL Teacher
Ms Buchanan



Talk to
Your Homeroom
Teacher
OR
Deans

Year 7 Year 8



Miss Madden



Mrs Saunders

OR
Mrs Lindsay



Guidance Counsellor

Talk to
Shellee Madden



If you are not happy talk to
Ms Buchanan
International Student Director



+64 27 230 9785

If you are still not happy with the outcome talk to

Mrs Simpson - Deputy Principal

Or

Mrs Chilton-Smith - Associate Principal



Mr Newell
Principal

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Ask a trusted staff member to help you approach
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