



INTERNATIONAL STUDENTS

INTERNAL GRIEVANCE PROCEDURES: WHAT TO DO IF YOU HAVE A PROBLEM

Problems with Homestay	Problems with your study/subject	Problems or questions about fees/money	Problems or questions about your Visa
<p>↓</p> <p>Talk to your homestay family</p> <p>↓</p> <p>If you can't take to homestay, talk to</p> <p>↓</p> <p>Homestay Coordinator, or International Director, or your Agent</p>	<p>↓</p> <p>You can talk to</p> <p>↓</p> <p>Your subject teacher or Heads of Faculty</p> <p>OR</p> <p>International Director, Yu BAI</p>	<p>↓</p> <p>Talk to</p> <p>↓</p> <p>International Director, Yu BAI</p> <p>↓</p> <p>Executive officer, Margaret Bartholomeusz</p>	<p>↓</p> <p>Talk to</p> <p>↓</p> <p>Your agent, Immigration Department (Your International Director, Yu BAI, will assist you in reaching out to these agencies)</p>

If you have a big problem and have talked to these people, but you are still not happy, you and/or parents can contact the School Principal, Jason REID.

If, after contacting the Principal your problem is not solved, you and/or your parents can write to the Board of Trustees, and if you are still not satisfied you and your parents can contact "iStudent Complaints" (<https://www.istudent.org.nz>) or NZQA on 0800 697 296. You must be able to show them that you have tried to get the school to solve the problem before you decide to contact them.

Kaiapoi High School has agreed to observe and be bound by The Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021 published by the Ministry of Education. Copies of the Code are available on request from the international office or from the NZ ministry of Education website at <https://www.enz.govt.nz>