

# RIDGEVIEW SCHOOL: Complaints and Concerns Policy and Procedure -International Students

## Complaints and Concerns Policy for International Learners

Version: December 2025

Review Date: December 2026

Applies to: All international students enrolled at Ridgeview School

Related Documents: Code of Practice 2021, International Learner Complaints Flowchart, Enrolment Agreement

### Internal Complaints Procedure

#### Purpose:

To provide a clear, supportive, and culturally appropriate pathway for international students and their families to raise concerns or complaints, aligned with the Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021.

### Step-by-Step Complaints Process

#### Step 1: Informal Concern

- Who to Talk To:  
The student or their family should first raise their concern with the classroom teacher.
- Support Available:  
Learners have the right to be supported by a parent, guardian, interpreter, or other support person at any stage.
- Timeframe for Response:  
Teacher will acknowledge the concern within 2 school days and aim to resolve it within 5 school days.

#### Step 2: Escalation to Principal

- If unresolved, the concern can be escalated to the Principal in writing or verbally. A meeting will be offered.
- Principal's Response Time:
  - Acknowledge receipt within 2 school days
  - Investigate and respond formally within 10 school days
- If an interpreter or cultural support is needed, this will be arranged at no cost.

#### Step 3: Formal Complaint to the Board of Trustees

- If still unresolved, the concern can be submitted in writing to the Ridgeview Board of Trustees.
- The board will:
  - Confirm receipt within 5 school days
  - Review and respond within 15 school days
- The student/family may request a meeting and bring a support person or interpreter.

#### Step 4: External Dispute Resolution

If all internal pathways have been exhausted, international learners and their families can raise their complaint with the appropriate Dispute Resolution Scheme (DRS) provider:

#### For breaches of the Code of Practice:

New Zealand Qualifications Authority (NZQA)

Website: [www.nzqa.govt.nz/about-us/make-a-complaint/make-a-complaint-about-a-provider/](http://www.nzqa.govt.nz/about-us/make-a-complaint/make-a-complaint-about-a-provider/)

Email: [code.enquiries@nzqa.govt.nz](mailto:code.enquiries@nzqa.govt.nz)

For contractual or financial disputes:

**Study Complaints** (Administered by Fair Way Resolution Ltd)

Website: [www.studycomplaints.org.nz](http://www.studycomplaints.org.nz)

Email: [info@studycomplaints.org.nz](mailto:info@studycomplaints.org.nz)

## **Confidentiality**

All complaints are handled with cultural sensitivity and confidentiality. No student will be disadvantaged for making a complaint in good faith.

## **Summary of Timeframes**

<b>Stage</b>	<b>Acknowledgement</b>	<b>Resolution Target</b>
Classroom Teacher	2 school days	5 school days
Principal	2 school days	10 school days
Board of Trustees	5 school days	15 school days