

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/

Email: code.enquiries@nzqa.govt.nz

For contractual or financial disputes:

Study Complaints (Administered by Fair Way Resolution Ltd)

Website: www.studycomplaints.org.nz

Email: 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

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