



St Mary's
Catholic School

St Mary's Catholic School

Grievance Policy

Purpose:

During school hours the student and / or parent may approach any member of the St Mary's staff for assistance. Moreover, the Manager of International Students or a representative is available, as appropriate, at all times during and outside of school hours. In general, the following protocols apply in the handling of difficult situations:

Grievance:

- In the first instance the student and / or parent is encouraged to speak to the class teacher or ESOL teacher.
- If this is not satisfactory, then the student and / or parent may take the matter to the Co-ordinator of International Students, the principal.
- If necessary a meeting will be made to discuss the matter and decide what further action needs to be taken. An interpreter can be available to facilitate communication.
- Naturally, students and / or parents may request an interpreter and one will be provided at an agreed time.
- The School can arrange for students and / or parents to attend an informal meeting with a member of their own community to discuss any significant concerns. These meetings will be monitored in the interests of the student's welfare and progress.

If your complaint is not resolved – contact NZQA

If your education provider has not resolved your complaint, and you still wish to have it resolved, then you can contact the New Zealand Qualifications Authority (NZQA). NZQA is a government organisation. They can provide an independent assessment of your complaint and will either investigate your concerns or advise you what you can do next.

You can submit your complaint query on the NZQA website www.nzqa.govt.nz, or send an email to risk@nzqa.govt.nz. If you need more information on the complaints process, contact NZQA on 0800 697 296.

Review:

The school will review procedures relating to this policy as part the annual self-review. The school will collect and record appropriate evidence of the review.

Reporting:

The staff member in charge of international education will report directly to the school Principal on the operation of the school's fees protection policy.

This policy has been approved by the Board of Trustees

Approval Date: _____

This policy has been reviewed on:

Review Date: _____