

# Rangiora High School Board



## International Student Grievance Policy

### Rationale

Rangiora High School complies with Outcome 1 – 8 of The Education (Pastoral Care of International Students) Code of Practice 2016 by maintaining positive relationships with our international students, providing excellent pastoral care and working towards resolving minor issues before they become too big.

In order to ensure that grievances are dealt with fairly and effectively, Rangiora High School must have clear and robust processes in place.

This policy should be read in conjunction with the Education (Pastoral Care of International Students) Code of Practice 2016. (the Code) and Dealing with International Students Grievances and Complaints Procedure.

### Purpose

The International Student Grievance Policy outlines clear factors that will be considered to ensure a proper and fair process is in place to resolve grievances by students or their families.

### Managing Grievances

Rangiora High School will ensure that its procedures for dealing with grievances will include the following:

1. A clearly communicated internal process for international students, their parents, or other parties to raise a grievance and have it resolved
2. Clearly defined internal procedures which the school follows to resolve grievances from international students, their parents or other parties
3. An undertaking to deal with all grievances in a fair and reasonable manner with the intent of resolving concerns effectively and within a reasonable timeframe
4. A clearly communicated complaints process for students, parents, or other parties to follow in the event a student is not satisfied with the outcome from a grievance
5. An undertaking that the school will comply with all aspects of the Code and Disputes Resolution Scheme rules

## Review

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

## Reporting

The Director of International Students will report directly to the school Principal on the operation of the International Students Grievance policy.

## Definitions

**Grievance means:** An approach to the school by or on behalf of a student that expresses dissatisfaction or unhappiness with some element of the student's enrolment at the school. Grievances may relate to pastoral care, accommodation, the education programme or any other element of the student's enrolment. Grievances can be made formally or informally and are dealt with through the school's internal grievance procedures.

**Complaint means:** A formal approach to the Code Administrator where a student is unable to access a school's internal grievance process or is dissatisfied with the outcome of that process.

## Related Policies

- Managing Contracted Recruitment Agencies Policy – International Students
- Managing Supervised Groups Policy – International Students
- Grievance Policy – International Students
- Accommodation Policy – International Students
- Fee Protection Policy – International Students
- International Students Policy
- Refund of Fees: Group Study Tours – International Students
- Rangiora High School Disciplinary Policy
- Complaints and Grievances Policy – Rangiora High School

## Relevant Documentation and Legislation

- [Education and Training Act 2020](#)
- [Education \(Pastoral Care of International Students\) Code of Practice 2016](#)
- [Guidelines for the Education \(Pastoral Care of International Students\) Code of Practice 2016](#)
- [International Student Contract Dispute Resolution Scheme Rules 2016](#)
- [The International Student Wellbeing Strategy](#)
- Accommodation Procedure – International Students
- Communications Procedure – International Students
- Marketing Procedure – International Students
- Appointment, Monitoring & Management of Education Agents Procedure – International Students
- Dealing with Grievances and Complaints Procedure – International Students

- Managing Supervised Groups Procedure – International Students
- International Student Wellbeing Procedure
- Managing International Student Enrolment Procedure
- Managing Attendance and Withdrawal Procedure – International Students
- Supporting Academic Outcomes Procedure – International Students
- Procedure to Managing Student Behaviour – International Students
- International Student Code of Conduct
- Secondary Student Application and Contract of Enrolment
- International Student Accommodation Agreement

<b>Date of Review</b>	November 2021
<b>Date of Next Review</b>	November 2024
<b>Date Adopted by the Board</b>	December 2021
<b>Date of Amendment by the Board</b>	