



Blue Mountain College International Students Grievances and Complaints Policy

Purpose:

This policy makes clear factors that will be considered to ensure a proper and fair process is in place to resolve grievances by students or their families.

This policy should be read in conjunction with the Education (Pastoral Care of International Students) Code of Practice 2021 (The Code).

Rationale:

If we comply with Outcomes 1-8 of the Code, maintain positive relationships with our students, provide excellent pastoral care and work towards resolving minor issues before they become too big, most student grievances can be settled before a complaint is laid.

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

Managing Grievances:

The 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:

The 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 staff member in charge of the international student programme will report directly to the Principal on the operation of the Grievance Policy.

This policy has been approved by the Board of Trustees

Approval Date: _____

This policy has been reviewed on:

Review Date: _____

Rationale:

To promote and ensure the welfare of international students through the establishment of procedures for dealing with complaints from international students or their authorised agents/representatives.

As a signatory to the NZQA's Education (Pastoral Care of International Students) Code of Practice 2016 the school is required to have a policy to deal with complaints from international students or their authorised agents/representatives. This is to ensure that the interests, rights and responsibilities of all parties are met in dealing with complaints and grievances.

Guidelines:

1. Procedures to be followed are outlined in the attached document: "Internal Grievance Procedures: What to do if you have a problem".
2. The Internal Grievance Procedures will be given to all international students and displayed in the International Students' Centre.
3. Students are entitled to and may request advocacy and interpretation at any time within the process.
4. Complaints and grievances will be dealt with as expeditiously as possible. If a complaint or grievance is not resolved within 14 days of the Board of Trustees receiving the complaint, the complainant may refer the complaint to the Disputes Resolution Scheme c/- New Zealand Qualifications Authority, Private Box 160, Wellington seeking their assistance in resolving the dispute.
5. Outcomes will be documented in writing and a copy provided for the student and the student's authorised agent/representative.
6. This policy will be reviewed in accordance with the school's policy review procedures

Date approved: _____ **Approved by:** _____

Date to be reviewed: 2021

Code of Practice

Blue Mountain College has agreed to observe and be bound by the **Code of Practice for the Pastoral Care of International Students**. Copies of the Code are available on request from this institution or from the New Zealand Qualifications Authority – website at <http://www.nzqa.govt.nz/studying-in-new-zealand/coming-to-study-in-new-zealand/international-student-care/>