

# COMPLAINTS PROCEDURE

## COMPLAINT

Talk to staff member yourself. You can bring a friend or family member to support you.



Talk to your Form Teacher



Talk to Director of International Students (DIS), Mrs Mancer.



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Talk to the Deputy Principal (DP), Mr Utting. You can ask the DIS to come with you.



Prepare a complaint in writing.

Give your complaint in writing to The DP, Mr Utting.

The DP, Mr Utting will investigate the complaint and respond to you immediately after the investigation is complete.



If you are not happy with the result of the investigation you may take your complaint to the Principal, Ms Bennett.



If you have completed all the steps and you are still not happy with the result, you can contact the International Education Appeal Authority (IEAA), C/- Ministry of Education, PO Box 47-911, Ponsonby, Auckland.