



# Timaru Boys' High School

## INTERNATIONAL STUDENTS What to do if you have a problem

### Problems with school

- |                                      |                                |
|--------------------------------------|--------------------------------|
| ▪ Talk to your classroom teacher     |                                |
| ▪ Talk to the Director, Mr Gill      | Office next to the Hall        |
| ▪ Talk to your Dean                  | Go to the Dean's Office        |
| ▪ Talk to the Counsellor, Mr Bunting | Office in Administration Block |

### Problems with enrolment

- |                                   |   |
|-----------------------------------|---|
| ▪ Talk to the Director, Mr Gill   | Office next to the library  |
| ▪ New Zealand Immigration Service | Phone 0508 855 8855<br><a href="http://www.immigration.govt.nz/contact">www.immigration.govt.nz/contact</a> |

### Problems with health

- |   |   |
|---|---|
| ▪ Talk to Homestay Co-ordinator, Sarah Shaw | Office next to the Hall   |
| ▪ Talk to Student Office/ Counsellor        | Student Office  |
| ▪ See the Public Health Nurse               | The nurse visits weekly during a lunch hour. This is a free, confidential consultation – check with the Student Office what day she will be visiting. |

### Problems with homestay

- |   |                                |
|---|--------------------------------|
| ▪ Talk to the Director, Mr Gill             | Office next to the library     |
| ▪ Talk to Homestay Co-ordinator, Sarah Shaw | Office next to the Hall        |
| ▪ Talk to the Counsellor, Mr Bunting        | Office in Administration Block |



**Problem?**

Feeling calm?

1. Talk to your teacher first.

**PROBLEM SOLVED** ✓

Not feeling calm?

Talk to the Dean of International Students, Homestay Co-ordinator, Dean or Counsellor. You can bring a friend or family member to support you.



**PROBLEM SOLVED** ✓



2. Prepare a complaint in writing. You can ask the School Counsellor to help you.

Present your complaint in writing to the Rector. You can ask the Counsellor to support you.

The Rector will investigate the complaint and respond to you immediately after the investigation is complete.



**PROBLEM SOLVED** ✓

3. If you are unsatisfied with the outcome from the investigation, you may take your complaint to the Board of Trustees.

**PROBLEM SOLVED** ✓



If you have completed steps 1-3 with an unsatisfactory result, you can contact NZQA by completing a *Complaint Form* and sending with supporting evidence to:  
The Complaints Officer  
New Zealand Qualifications Authority  
PO Box 160  
Wellington 6140  
Or email to [schoolcode.enquiries@nzqa.govt.nz](mailto:schoolcode.enquiries@nzqa.govt.nz)

**OR:**  
If it is a financial or contractual dispute with the school, contact FairWay Resolution, an independent service with experience in helping people to resolve disputes. **\$**  
Their phone number is 0800 00 66 75

## Concerns and Complaints

Timaru Boys' High School Policies and Procedures are available to our school community via the following link: <https://timaruboysschooldocs.co.nz>

A full copy of the Timaru Boys' High School *Concerns and Complaints* Procedures is available from this website.

Username: timaruboyss

Password: this has been emailed to our parent community (along with Agents). For further information, contact the Board Secretary on 03 687 7560 or email [buntingca@timaruboysschool.nz](mailto:buntingca@timaruboysschool.nz)