



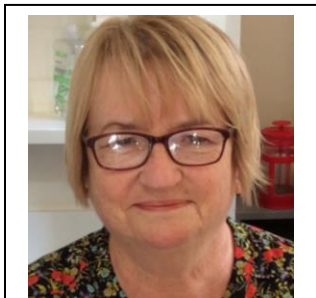
St Matthew's Collegiate School Grievance Procedure for International Students

St Matthew's Collegiate School wishes to offer you an enjoyable New Zealand education experience. If you have any complaints about any aspect of the school, please follow these steps:

Problems with subjects or teachers: Ask the international Dean, Mrs Hannon, to help you. If Mrs Hannon is not available, you can ask your Whanau Group teacher(s) for help. If you have a problem with the International Dean, you can speak with your Year Level Dean or, for serious problems, Mrs Gill, our principal.

Problems with school friends: see Mrs Hannon, International Dean, or Rev Lesley, the school's Guidance Counsellor. You can make an appointment with her at her office.

Homestay Problems and Boarding House Problems: see Mrs Hannon, International Dean, or Mrs Lapslie, Dean of Boarding.



Mrs Lapslie
Dean of Boarding



Mrs Gill
Principal



Mrs Hannon
Dean of Internationals



Reverend Lesley
Mouat

If you still feel your problems have not been solved, you may contact the International Education Appeal Authority, whose web address is:

www.justice.govt.nz/tribunals/students/international-education-appeal-authority/

You should ask your agent and/or your parent(s) for help with this. You must be able to show them that you have tried to get the school to act before you contact them. They will consult the school to see if anything can be done to help you.

If you do have a problem, please ask for help while it is still a small problem. Do not wait for it to become a big problem. If you are not confident that your English is good enough you can always bring a friend who has better English.