



## St Matthew's Collegiate School

# Complaints 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 Director of International Students, Mrs Clearwater, to help you.

If Mrs Clearwater is not available, you can ask your Whānau teacher(s) for help.

If you have a problem with the Director of International Students, you can speak with Mrs Sherwen, the Deputy Principal or, for serious problems, Mrs Gill, the Principal.

**Problems with school friends:** See your Whānau teacher(s) or Georgie Reid, the school's Guidance Counsellor. You can make an appointment with her at her office in Main House or by email.

If you are being bullied you can complete a STAND form (these are available from the school office), and your Year Level Dean will help you.

**Boarding house or homestay problems:** See Mrs Booth, the Director of Boarding, or Mrs Clearwater.

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.



**Mrs Clearwater**  
Director of  
International Students

lucy.clearwater  
@trinityschools.nz



**Mrs Booth**  
Director of Boarding

jo.booth  
@trinityschools.nz



**Georgie Reid**  
School  
Counsellor

georgie.reid  
@trinityschools.nz



**Mrs Gill**  
Principal

kiri.gill  
@trinityschools.nz

If you are not satisfied by the outcome of our complaints process, you may notify the New Zealand Qualifications Authority (NZQA). Please refer to the [NZQA website](https://www.nzqa.govt.nz/about-us/contact-us/complaint/) for more information on their role and process. You may also be able to take your complaint to [Study Complaints](https://www.studycomplaints.org.nz/) – a dispute resolution provider specialising in supporting international students in resolving disputes with their schools.

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.

**NZQA:** <https://www2.nzqa.govt.nz/about-us/contact-us/complaint/>

**Study Complaints:** <https://www.studycomplaints.org.nz/>