

Accommodation Concern Procedure

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To ensure any concerns about international student accommodation are identified, responded to, and resolved quickly and safely.

1. Procedures

Ruawai College will:

1. Take all accommodation concerns seriously, whether raised by the student, parent, caregiver, agent, staff member, or another person.
2. Record the concern and notify the International Director.
3. Check the immediate safety and wellbeing of the student.
4. Speak with the student privately and give them the opportunity to explain the concern.
5. Contact the residential caregiver or homestay caregiver where appropriate.
6. Contact the parent or legal guardian where the student is under 18, or where the concern is serious.
7. Investigate the concern fairly and promptly.
8. Arrange a home visit or further check if required.
9. Put support or changes in place to address the concern.
10. Move the student to alternative approved accommodation if their safety or wellbeing may be at risk.
11. Refer serious concerns to the Principal and external agencies where required.
12. Record all actions, decisions, communication, and outcomes.
13. Review the concern to ensure it has been resolved.

2. Accommodation concerns may include

- Student feeling unsafe or uncomfortable
- Conflict with caregiver or household members
- Unsuitable living conditions
- Lack of supervision or care
- Food, transport, or communication concerns
- Breach of homestay or caregiver agreement
- Health, safety, or wellbeing concerns

RUAWAI COLLEGE
Accommodation Concern Procedure
V4. MARCH 2025



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- Unapproved change of address or caregiver
- Allegations of abuse, neglect, or inappropriate behaviour

3. Supporting records

- Accommodation concern record
- International student file
- Homestay or residential caregiver records
- Home visit notes
- Communication records
- Transfer of care forms
- Incident or concern reports
- Emergency contact information