International Learner Concerns and Complaints

This policy outlines how Ruawai College meets the requirements of Code Outcomes 13, 15, 17, 21, and 22.

Ruawai College has fair and transparent processes to resolve concerns and complaints. See **Concerns and Complaints Policy**.

International learners and their families are given information about the internal and external complaint procedures available to them before they sign an enrolment contract. We provide these procedures in the information they receive at enrolment and orientation. Information about how to raise concerns and complaints is also available to international learners and their families throughout their enrolment, and we remind them about these procedures as needed. Raising a concern or complaint will not affect the immigration status of learners.

If our school uses an agent, we ensure they are also aware of our concerns and complaints procedures and the external complaint procedures available.

Parents and guardians can act on behalf of an international learner under 18 years, or with the consent of the learner if they are over 18. Caregivers who are (or were) contractually responsible for the learner, and family group members, can also act on behalf of an international learner, with the consent of the learner.

Concerns or complaints should be raised with the school in the first instance. Anyone with a concern or complaint may seek advice or support.

Internal complaint procedures

We encourage international learners and their parents, caregivers, or guardians, to raise concerns and complaints early. Our international learner support staff are available to help with our internal complaint processes.

Anyone who has a concern or complaint should raise it as soon as possible with an appropriate person at the school (e.g. international director). If this is not appropriate or there is no staff member directly involved, concerns may be raised with another relevant staff member (e.g. a staff member in charge of a programme, a member of the leadership team, the principal). See **Raising Concerns and Complaints**.

We keep records of all concerns and complaints raised by international learners and/or their parents/caregivers so that we can continually review and improve our processes. See **International Learners Review**.

External complaint procedures

After following our internal complaint procedures, complaints can be raised externally if an international learner and/or their parents, caregivers, or guardians feel their complaint has not been effectively addressed by the school.

- Complaints about Code breaches are raised with NZQA and if they are upheld they are passed to Study Complaints for resolution.
- Financial and contractual disputes are raised with and resolved by Study Complaints. Study Complaints complies with **Dispute Resolution Scheme** rules to settle disputes.

We ensure that appropriate staff are familiar with the Dispute Resolution Scheme rules and comply with those rules if an international learner dispute is accepted by Study Complaints. This involves working towards a mutually agreed solution through negotiation, mediation, and adjudication, and providing information when requested, as appropriate. Failure to comply with the rules is a breach of the Code of Practice and may result in sanctions. We ensure that the board is kept informed of any such situations and we may seek legal advice.

Code breaches

If a learner has a concern or complaint about breaches of the Code of Practice, they can contact NZQA (the Code Administrator) for information and to make a complaint. See **Learner complaints** (NZQA).

If NZQA finds a breach of the Code has occurred, the complaint is passed to Study Complaints for resolution.

Financial or contractual disputes

If a learner has a concern or complaint about financial matters (e.g. refund) or contractual matters (e.g. enrolment contract), they can contact Study Complaints for information and to make a complaint. See **Make a complaint** (Study Complaints).

Related topics

- **International Safety and Wellbeing**
- **Concerns and Complaints Policy**
- **Marketing and Promotion**
- **International Enrolment**

Legislation

- Education (Domestic Tertiary Student and International Student Contract Dispute Resolution Scheme) Rules 2023
- Education and Training Act 2020 (s 536)

Resources

- NZQA | Mana Tohu Matauranga o Aotearoa: **Complain about an education provider**
- **Study Complaints | Ngā Amuamu Tauira**
    - **Learner guide to complaints**

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