



MARIST COLLEGE

Catholic School for Girls, Years 7 to 13

Complaints Procedure for International Students at Marist College

If your concern is with a student or staff member, please advise the International Director who will assist you and support you through the Marist College **Concerns and Complaints Process** in the first instance

If your concern is related to an external provider such as homestay or an Agent, please contact the International Office staff directly. The International Director will talk with you and gather the information relating to the concern. If you would like to bring a friend to support you, you are welcome to do that.

The provider will be contacted and the issue discussed to find a resolution

If there is no resolution, prepare a complaint in writing. This will be given to the Principal

If resolved, no further action is needed

The International Director will ask the Principal to review the information and respond to you once the information has been considered. This will then be an opportunity to speak with the Principal and International Director to resolve the issue.

If there is no resolution at this stage, please complete the *NZQA form* to report a possible breach of the Code of Pastoral Care or *contact NZQA* directly. If your complaint is about fees, please contact *iStudentComplaints*.