

International Student Grievance Flow Chart

You may have a support person with you

Issue / Problem



Pastoral Care Worker (Martha)
Or
Office for Administration

Not satisfied



Team Leader

Team 1. Toni Walters-Freke	Team 2. Cathy Chadwick
Team 3. Grant Stuart	Team 4. Kerrie Martin

Not satisfied



Deputy Principal
Kay Petchell

Not satisfied



Principal
John Coulam

Not satisfied



Write to : Chairperson, Board of
Trustees

International Student

Grievance / Complaint Procedures

If you have a complain about Marian School breaching the Education (Pastoral Care of International Students) Code of Practice 2016, follow Marian School's formal complaint process first.

N.B – You may have a support person with you.

If this does not resolve your complaint, you can contact the New Zealand Qualifications Authority (NZQA) by phone on 0800 697 296 or email gadrisk@nzqa.govt.nz

If you have a financial or contractual dispute, you can contact FairWay Resolution by phone on 0800 77 44 22. More information is available on the FairWay Resolution website: www.fairwayresolution.com/student-complaints