



- P** 09 534 9848
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International Learner Complaints Procedures

This document is intended to advise international learners and their families of steps they could take if they are concerned or have a complaint.

- 1. If you are concerned about academic issues, relationships with other children or school matters first address your concerns to the classroom teacher.*

- 2. If you still have questions or concerns you are welcome to phone the school office to make an appointment to meet with:*
 - International Director – Mrs Kate Keenan*

 - Botany Downs School Principal – Mrs Vicki Parkins*

Our school phone number is: (09) 534 9848

Or you are welcome to e-mail either:

international@botanydowns.school.nz or principal@botanydowns.school.nz

If your concern has not been resolved and you still wish to have it resolved, then you can contact NZQA. NZQA is a government organisation. They can provide an independent assessment of your complaint and will either investigate your concerns or advise you what you can do next. You can submit your complaint query on the NZQA website, or send an email to risk@nzqa.govt.nz

If you need more information on the complaints process, contact NZQA on 0800 697 296.