



# POMPALLIER CATHOLIC COLLEGE

## INTERNATIONAL STUDENTS' ORIENTATION HANDBOOK (Part 2)



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## GENERAL INFORMATION

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### DAILY NOTICES

Each morning in Period 1 your Whanau (Homeroom) Teacher will read notices for the day. They may involve sports, timetable changes, meetings, important dates and events, or changes to the day's routine.

### INTERNET ACCESS

You will need to complete the internet contract and return it to your Whanau Teacher or International Dean. Access to the internet is a privilege and not a right. The internet at Pompallier Catholic College is to be used for educational and / or research purposes.

### IF YOU ARE SICK

If you are too sick to come to school, your homestay parents or your parents should ring the school to let us know you are sick. You must also bring a letter from your homestay parents when you return to school, explaining that you have been sick. You should give this letter to your Whanau Teacher during form time.

If you feel sick at school, you should go the Student Centre and see Mrs Smith to get permission to go home or be in the sick bay.

**Do not go home before reporting to the Student Centre. The school must get permission from your homestay parents before you are allowed to go home.**

### TELEPHONE

In case of emergency there is a telephone at the Student Centre and main office, which can be used for a small amount of money. Or see the International Dean for help.

Mobile telephones are not to be used or switched on during class time.

### HOW TO OVERCOME CULTURE SHOCK

- Understand that there are, and will continue to be, differences, uncertainties and confusion. You need to accept that this is not home.
- Avoid judging things as right or wrong, merely different.
- Laughter is the best medicine for culture shock – read funny stories, watch movies which make you laugh.
- Mix with the locals so you can learn from each other. Avoid having friends only from your country.
- Acknowledge your progress.
- Remind yourself that lots of people live in different cultures and that you can, and will, succeed in adjusting.

## WHAT DO I DO IF SOMETHING GOES WRONG?

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If you have concerns about your treatment at Pompallier Catholic College, or by an agent, the first thing you must do is contact the Principal, the International Dean, or another person who has been identified to you as someone that you can approach about complaints at School. The code requires all institutions to have fair and equitable internal grievance procedures for students and you need to go through these internal processes before you can take the complaint any further.

If your concerns are not resolved by the internal grievance procedures, you can contact the International Education Appeal Authority (IEAA).

### WHAT IS THE INTERNATIONAL EDUCATIONAL APPEAL AUTHORITY (IEAA)?

The IEAA is an independent body established to deal with complaints from International students about pastoral care aspects of advice and services received from their education provider or the provider's agent. The IEAA enforces the standards in the Code of Practice.

### HOW CAN I CONTACT THE IEAA?

You can write to the IEAA at:

Int'l Education Appeal Authority  
Ministry of Education  
PO Box 1666  
Wellington  
New Zealand

Fax: (09) 374 5484  
Phone: (09) 374 5481  
Email: [info.ieaa@minedu.govt.nz](mailto:info.ieaa@minedu.govt.nz)

### WHAT WILL THE IEAA DO?

The purpose of the IEAA is to adjudicate on complaints from International students. The IEAA will investigate complaints if there has been a breach of the Code. The IEAA has the power to impose sanctions on education providers who have committed a breach of the Code that is not a serious breach. These sanctions include an order for restitution, publication of the breach, and / or requiring that remedial action be undertaken.

The IEAA will refer complaints that are not about pastoral care to another regulatory body if appropriate.

The education provider will be given a reasonable time to remedy the breach. If the breach is not remedied within that time, the IEAA may refer the complaint to the Review Panel.

## WHAT DO I DO IF SOMETHING GOES WRONG?

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### WHAT CAN THE REVIEW PANEL DO?

The review panel can remove or suspend an education provider as a signatory to the Code, meaning that the provider would be prevented from taking any more International students. Only the IEAA can refer complaints to the Review Panel.

### A SUMMARY OF THE CODE OF PRACTICE FOR THE PASTORAL CARE OF INTERNATIONAL STUDENTS.

The Code sets standards for the education providers to ensure that:

- High professional standards are maintained
- The recruitment of International students is undertaken in an ethical and responsible manner
- Information supplied to International students is comprehensive, accurate and up-to-date
- Students are provided with information prior to entering into any commitments
- Contractual dealings with International students are conducted in an ethical and responsible manner
- The particular needs of International students are recognised
- International students are in safe accommodation
- All providers have fair and equitable internal procedures for the resolution of International student grievances

Full details of what is covered can be found in the Code itself.

The Code also establishes the IEAA and the Review Panel to receive and adjudicate on student complaints.

# COMPLAINTS, DISPUTES AND GRIEVANCES PROCEDURE

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*Reviewed May 2005*

## RATIONALE:

Mission Statement: Learning Excellence for Life

The individual concerns of all staff and students need to be recognised and the wider interests of both the school and community protected and enhanced. Concerns related to students either by staff or other students are dealt within the Schools Discipline and Guidance procedures. All complainants by students and staff have a right to fair, non-threatening treatment. The school environment should be such that parents, staff and students feel able to come forward with concerns and know all matters will be dealt with fairly and in the strictest confidence.

Ref: NEG's 1, 2 NAG's 3, 5

## PURPOSES:

- 1 To ensure the safety of the complainant and that the rights and dignity of employees are given full consideration.
- 2 To meet aspects of the Charter relating to student progress and welfare.
- 3 To ensure that in the case of a complaint against an employee, action is guided by the relevant employment contract and the principles of natural justice.
- 4 To ensure that communication and consultation with families take place wherever possible and appropriate.
- 5 To provide clear guidelines to management in respect of any allegations received and how to deal with these in fair and appropriate ways.

## GUIDELINES:

- 1 Natural justice and Gospel values must always be recognised and adhered to in the handling of any complaint.
- 2 Complaints will normally be referred in the first instance to the appropriate area of management eg: complaints about the Principal would be referred to the Board of Trustees; senior management to the Principal; HOD's/TIC's or Deans to the relevant SMT member; curriculum teaching to HOD's; classroom issues to the subject teacher concerned (or Academic Dean if more than one subject).

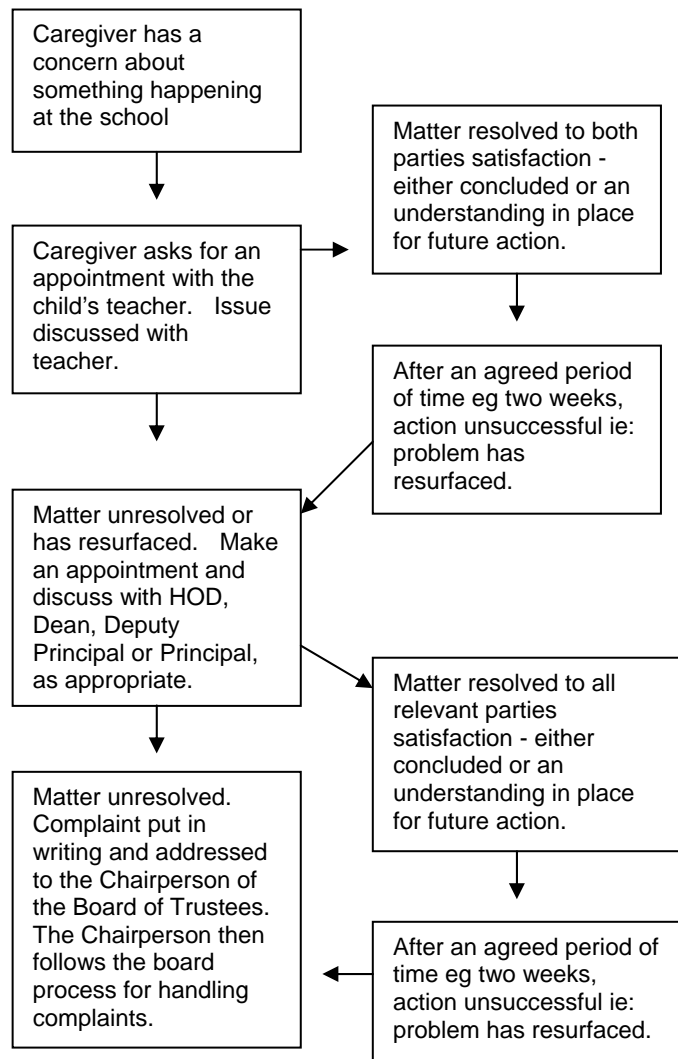
In serious cases the steps above, where appropriate, may be by-passed with complaints made directly to the Principal or Board Chairperson with reasons for by-passing the normal processes included (refer 12 below).

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- 3 All complaints will be taken seriously. Formal complaints are to be received in writing. Both parties and specific issues are to be identified. When a complaint is received, clarification needs to be sought by the person receiving the complaint as to whether or not the complainant is “voicing concern” or making a formal complaint. When a formal complaint is received, the complainant is to be asked to put their concerns in writing, date and sign.
- 4 A letter of receipt and intended follow up will be written in reply to a formal written complaint.
- 5 A letter detailing the final outcome to a formal written complaint will be sent to the complainant.
- 6 A register of formal written complaints, along with a record of action taken, will be kept by the Principal's Secretary.
- 7 Where appropriate there will be early consultation with parties concerned.
- 8 Guidance and support will be available to staff and students when necessary.
- 9 If a complaint is to become the subject of formal disciplinary investigation then this shall be conducted in accordance with relevant employment contract provisions and natural justice.
- 10 Complainants will be kept informed of the outcome of any investigation.
- 11 Police and other outside agencies should normally only be involved after consultation with parents/guardians.
- 12 The provisions of the Privacy Act are to be observed.
- 13 The Complaints Procedure will follow a 2 stage process - refer Procedures below. A complaint may go through Stage 1 then to Stage 2 if unresolved. A complaint may go directly to Stage 2 if appropriate or serious enough.
- 14 The official person in acting for the college in dealing with the media is, in the first instance, the Principal, who will liaise with the Board Chair before any statement is issued.

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Notes:

- 1: While minor issues may be able to be discussed in a quick informal chat with a staff member, normally in order for both parties to give the matter full attention, arranging a time to discuss the matter is the preferred option.
- 2: If the complaints procedure has not been followed the Board will normally return any letter of complaint to the writer and ask that they follow the procedure first.
- 3: The Board needs to formally receive a complaint in order to act on it. If a complaint is serious enough for the Board to deal with, it is serious enough to be put in writing. If you have concerns about expressing the matter clearly in writing please discuss the matter in confidence with the Board Chair (or another delegated Board member) to enable them to assist you with this.
- 4: All parties to a complaint may bring a support person to any meeting where the issue is to be discussed.
- 5: Each formal written complaint and its outcome will be recorded in the register of formal written complaints.

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### Stage Two:

#### Pompallier Catholic College Board of Trustees Complaints Procedure

Letter of complaint is acknowledged by the Chairperson and the complainant advised of the next steps in the Board process. The letter becomes part of the correspondence that will be dealt with at the next Board meeting while the public is excluded.

Letter is tabled at Board meeting (with the public excluded) and referred to relevant parties for reporting back to the Board. The Board decides whether to deal with the matter as a whole or appoint a committee to investigate and recommend to the Board.

At the meeting of the Board/committee the reports are received and the parties may be invited to speak to their complaint or answer questions. The Board/committee considers the evidence and/or information and comes to a decision or recommendation.

Depending on the delegated powers of the committee either they or the Board as a whole come to a resolution as to how the Board will respond and/or what action will be taken.

The Board response is communicated to the parties to the complaint. This may be either publicly or confidentially depending on the case.

Any of the parties may request the Board to reconsider their decision - however normally for such a reconsideration to take place new information that would have been relevant to the Boards deliberations must be produced.