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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](mailto:international@botanydowns.school.nz) or [principal@botanydowns.school.nz](mailto:principal@botanydowns.school.nz)

*If you are not satisfied by the outcome of our complaints process, you may notify the New Zealand Qualifications Authority (NZQA). Please refer to the [NZQA website](#) for more information on their role and process.*

*You may also be able to take your complaint to [Study Complain](#) – a dispute resolution provider specialising in supporting international students in resolving disputes with their schools.*