



P 09 534 9848
E office@botanydowns.school.nz
A 35 Mirrabooka Ave, Botany Downs, 2010
W www.botanydowns.school.nz

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 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](http://www.nzqa.govt.nz) for more information on their role and process.

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