

WHAT TO DO IF YOU HAVE A PROBLEM...



Problems at school

With teachers or subjects:

You should see the International Student Manager, in the first instance. You can also see the staff in the Careers Room for excellent advice on choice of subjects, your courses, or entry to tertiary study. You could also make an appointment to see your House Dean. Alternatively, you can ask the Director of International Students, for advice. Any of these people may be able to help you deal with the problem. If you have seen them, and you still think you have a serious problem you could ask to see a Deputy Principal.

With school friends:

See your Tutor or your Dean or you can see one of the Guidance Counsellors. If you speak Chinese, we have a counsellor who speaks both Mandarin & Cantonese. You can make an appointment at the Guidance Office in Waiora House.

Problems with home/homestay

See Mrs Anne Henwood, Director of International Students, or one of our Homestay Co-ordinators, (Mrs Klijmeij 0277064461, Mrs McAndrew 0273695555, Mrs Hinton 0278863788)

Language problems

If you have difficulties expressing yourself in English, our Homestay Co-ordinator, Mrs Hinton, is available in the Student Centre. Mrs Hinton can speak both Mandarin and Cantonese. We also have several teachers who can speak Chinese and teachers who speak Japanese.

If you are still not satisfied, you or your parents can write to the Principal, Mr Michael Williams.

If you still feel your problems have not been solved, you can contact the New Zealand Qualifications Authority (NZQA) www.nzqa.govt.nz Phone 0800 697296 or gadrisk@nzqa.govt.nz

If it is a financial or contractual dispute, you can contact iStudents Complaints by phone on 0800 006675. More information is available on the iStudent Complaints website: www.istudent.org.nz

You must be able to show them that you have tried to get the school to act before you contact them. They will consult the school to see if anything can be done to help you.

If you do have a problem, please ask for help while it is still a little problem. Do not wait for it to become a big problem. If you are not confident that your English is good enough you can always bring a friend who has better English.

We hope your stay here will be a happy one.



International Student Department

Pigeon Mountain Road, Half Moon Bay, Auckland 2012

Tel: (09) 534 7159 Fax: (09) 534 2365

Email : ahenwood@pakuranga.school.nz

www.pakuranga.school.nz