

CHRISTCHURCH RUDOLF STEINER SCHOOL

INTERNATIONAL STUDENT DISPUTES RESOLUTION SCHEME

The following procedure outlines the steps you should take if you have a problem at school or in your homestay family, our aim for the duration of your time spent in New Zealand is to make your stay as rewarding as possible.

Problems with subjects or teachers

Make an appointment to see the English as a Second Language Teacher, Rosalie Rogers rosalier@ch.steiner.school.nz. You can ask Angelika Frank-Alexander angelikaf@ch.steiner.school.nz for advice, but it will be Rosalie who will deal with the problem. Rosalie Rogers is also the International Dean and, will assist you in dealing with the subject teacher or the Upper School Dean, Paris Bronte parisb@ch.steiner.school.nz. If you have seen the Dean and you still think you have a serious problem, you could ask to see the Board of Trustees Student Representative.

Problems with school friends/personal problems

See the guidance counsellor, Mareile Stoppel mareiles@ch.steiner.school.nz. You can make an appointment with her by leaving your name and when you wish to see her at the office.

Homestay problems

See Angelika Frank-Alexander, the homestay supervisor. She is available Tuesdays to Thursdays from 8.30am to 4.00 pm in the Upper School office. Just come in.

If you are still not satisfied, you or your parents can write to the College Principal Group.

If you still feel your problems have not been adequately addressed, or that the “Code of Practice for the Pastoral Care of International Students” has been breached, you or your advocate may contact NZQA first if you have any concerns or complaints about Christchurch Rudolf Steiner School.

If the complaint is contractual or financial, NZQA will direct the complainant to FairWay Resolutions Limited to be resolved under the International Student Contract Dispute Resolution Scheme (DRS). It’s up to the you if you use the DRS (which is a free service) or take the case to tribunals or courts which will charge a fee to users, and may take longer. For the process please have a look at <http://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 bring someone with you who has better English.

Policy reviewed: October 2008, September 2009, July 2010, August 2011, July 2012 June 2013 and Aug 2014, May 2015, November 2016, September 2018, September 2019
next review, September 2020

Signature



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