



Ponsonby Primary School

INTERNATIONAL STUDENTS What to do if you have a problem

Problems with school

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| ▪ Talk to your classroom teacher | |
| ▪ Talk to or email Mrs Susan Robins | School Office, srobins@ponsprim.school.nz |
| ▪ Talk to Principal, Dr Anne Malcolm | School Office, amalcolm@ponsprim.school.nz |

Problems with enrolment

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| ▪ Talk to or email Mrs Karen Larmer | School Office, klarmer@ponsprim.school.nz |
| ▪ Talk to or email Mrs Susan Robins | School Office, srobins@ponsprim.school.nz |
| ▪ New Zealand Immigration Service | Phone 0508 855 8855
www.immigration.govt.nz/contact |

Problems with health

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| ▪ Talk to or email Mrs Susan Robins | School Office, srobins@ponsprim.school.nz |
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If you have a complaint about Ponsonby Primary School breaching the Education (Pastoral Care of International Students) Code of Practice 2016, follow Ponsonby Primary School 's formal complaint process first.

If this does not resolve your complaint, you can contact the New Zealand Qualifications Authority (NZQA) by phone on 0800 697 296 or email qadrisk@nzqa.govt.nz.

Or, if it is a financial or contractual dispute, you can contact FairWay Resolution by phone on 0800 77 44 22. More information is available on the FairWay Resolution website: <http://www.fairwayresolution.com/got-a-dispute/istudent-complaints>

If you have a complaint that can't be resolved at school, school can help you to contact NZQA about your problem. See your NZQA "How to make a complaint" brochure, and talk to Mrs International Coordinator.