

MORRINSVILLE INTERMEDIATE SCHOOL

STUDENT WELFARE – GUIDANCE PROCEDURES

The following procedure will be followed.

The Head of International Student Welfare is made aware of student support needed by:

- * Direct approach made by the student.
- * By referral



The Head of International Student Welfare listens and speaks to the student about their concern.
All information received and given is documented and kept confidential in accordance with the Privacy Act 1993.



Resolution occurs/no
further action



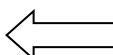
no
resolution/further
action



H O International Student Welfare calls in the counsellor of student's first language for assistance. The Head Of International Students' Welfare from Morrinsville Intermediate School may or may not be present at this meeting; this is the student's request. The counsellor communicates with the Head Of International Students' Welfare. All information is documented and stored in the Tauranga Intermediate School student file.



Resolution occurs/no
further action



no
resolution/no further
action



Head Of International Student Welfare and First Language Counsellor
agree to seek professional help.

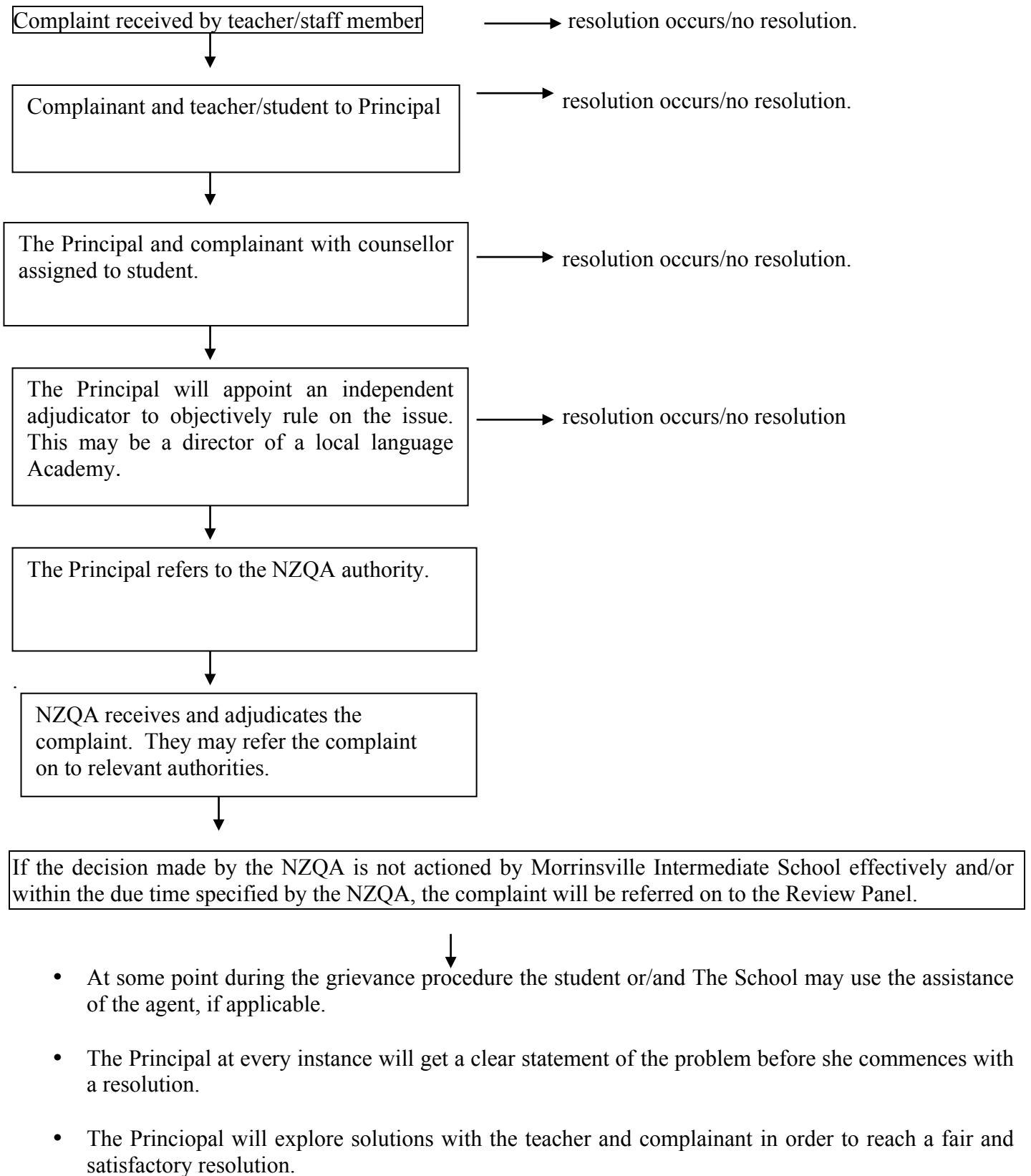
The Principal of Morrinsville Intermediate School is the H O I S W and reserves the right to seek the assistance of counsellors who speak in the students first language, outside professional agencies and/or the student's agent if required.

Morrinsville Intermediate School will guarantee strict student confidentiality is met in accordance with the Privacy Act 1993.

Head Of International Students' Welfare for 2017 is Jenny Clark (principal). Please ask for assistance if required.

COMPLAINTS & GRIEVANCE PROCEDURES

The following procedure will be followed:





MORRINSVILLE

Intermediate School

Kia U Ki Te Pai Whatever You Do, Let It Be Your Best

Complaints & Grievance Procedures Policy

Adopted by the Board of Trustees on 25.02.17

OBJECTIVE: To provide students with a clear and effective grievance procedure.

Morrinsville Intermediate School will achieve the following:

- 1) Students will be advised of the internal procedure for dealing with grievances.
- 2) Students will have access to an adequate and fair internal procedure for dealing with grievances.

In order to achieve these objectives Morrinsville Intermediate School will:

- a) Advise students of the internal procedure for dealing with grievances upon enrolment.
- b) Advise students about internal complaints procedures available to them.
- c) Advise students about the NZQA – DRS (Disputes Resolution Scheme).
- d) Implement and document all procedures which deal with complaints by students, in relation to breaches of the Education (Pastoral Care of International Students) Code of Practice 2016
- e) Document all complaints by students in relation to breaches of the Education (Pastoral Care of International Students) Code of Practice 2016

It is the intention of this policy to outline the steps to be taken when complaints are received by Morrinsville Intermediate School to ensure fairness to staff, students and caregivers.

Procedures

All complaints made against staff must be referred to the Principal as per the Morrinsville Intermediate School complaints policy.

- The Principal will speak personally with the complainant
- The Principal will inform the staff member of the complaint.
- The staff member will be advised of their right to seek legal representation.
- The staff member will have the opportunity to respond both orally and in writing. The oral and written response will be considered.
- The Principal will inform the staff member and the complainant of the action she intends to take. This action will be in writing to both the staff member and the complainant.
- If the complaint is still unresolved the Principal may call in an independent adjudicator. The decision made by the independent adjudicator will be binding by both parties.
- If the complaint concerns an alleged breach of the Code of Practice and if the student has exhausted all internal grievance procedures, the NZQA may be informed.
- The Principal will notify the NZQA, providing all information relevant to the complaint.
- The NZQA will receive and adjudicate the complaint. However if the complaint refers to matters outside the scope of the Code of Practice, the NZQA may refer it to any relevant body empowered to investigate the particular complaint.
- If the decision made by the NZQA is not sanctioned by the school to their satisfaction and/or within the timeframe specified, the NZQA will refer it onto a Review Panel.
- All personal information provided to Tauranga Intermediate School and the NZQA will be dealt with in accordance with the Privacy Act 1993.

Signed:

Board Chairperson _____

On behalf of, and with the authority of the Board on _____