



INTERNATIONAL STUDENTS: WHO CAN HELP? WHERE CAN I COMPLAIN?

Rangitoto College offers trained, professional advice and guidance to all students on a range of issues. This guide tells you the person to ask for help, or to complain to. If in doubt, go to the International Deans and they will direct you to the right person. You can either write your problem/question/complaint down and hand it in, or see the person listed. It usually helps to mention a problem/issue early on, when the problem is still small.

Problems or Issues to do with:	
<ul style="list-style-type: none"> ➤ Agents <ul style="list-style-type: none"> - Your agent - Director of International Students – Lynda Lidgard 	<ul style="list-style-type: none"> ➤ Visa Assistance <ul style="list-style-type: none"> - Student Services Co-ordinator – Victoria Craven ➤ Insurance Assistance <ul style="list-style-type: none"> - Finance Officer – Chantal Burnie ➤ Travel Assistance (School trips and trips around NZ) <ul style="list-style-type: none"> - Accommodation Co-ordinators
<ul style="list-style-type: none"> ➤ Homestay/Caregiver/Designated Caregiver <ul style="list-style-type: none"> - Your Caregiver - Accommodation Co-ordinators - Guidance Department 	<p>COMPLAINTS</p> <p>If you are unhappy with the advice and/or service you have received at Rangitoto College, then contact: The New Zealand Qualifications Authority.</p> <p>NZQA enforces the standards in the Code of Practice. You can get a summary of the Code of Practice from the International Student Officer or the International Deans. Contact details for NZQA:</p> <p>New Zealand Qualifications Authority PO Box 160 Wellington 6140 NEW ZEALAND</p> <p>Phone: 0800 697296 Email: gadrisk@nzqa.govt.nz</p> <p>Students will be provided with an independent/neutral adult who will act as an advocate during any investigation into a complaint.</p>
<ul style="list-style-type: none"> ➤ Academic <ul style="list-style-type: none"> - Your Teacher or Tutor Teacher - The HOD of the Department - International Deans – Mr Lee or Ms Kim - Guidance/Careers Department 	
<ul style="list-style-type: none"> ➤ Social/Personal <ul style="list-style-type: none"> - Guidance Department - Careers Department - International Deans – Mr Lee or Ms Kim - Tutor Teacher 	
<ul style="list-style-type: none"> ➤ Other/Outside School Issues/Emergencies <ul style="list-style-type: none"> - Guidance Department - International Deans – Mr Lee or Ms Kim - International Director - Lynda Lidgard Ph 021 907471 - 24/7 Emergency Contact Number Ph 0800 563263 	