

## **International Student Grievance Procedure**

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1. All complaints should be made in the first instance to either an international staff member or tutor.
2. If in the case of academic concerns, the student is not satisfied they can take the complaint to their programme manager.
3. Complaints up to stages 1 and 2 can either be verbal or in writing.
4. If the student is still not satisfied with the outcome they can appeal to the General Manager - Whitireia International.
5. Complaints to the General Manager should be in writing. However this does not prevent the matter being discussed verbally (without prejudice).
6. The General Manager's decision is final.
7. If the student still has a problem with the General Manager's decision they can appeal to the Chief Executive of Whitireia Community Polytechnic whose ruling is absolute.
8. If the students concerns are not resolved by the internal grievance procedures, students can contact the International Education Appeal Authority (IEAA).
9. The above process does not preclude tutors raising matters of concern on behalf of students from student conversations, diary comments or homestay situations on behalf of the students.