



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:	
<p>➤ Agents</p> <ul style="list-style-type: none"> - Your agent - Director of International Students – Lynda Lidgard 	<p>➤ Visa Assistance</p> <ul style="list-style-type: none"> - Student Services Co-ordinator – Victoria Craven <p>➤ Insurance Assistance</p> <ul style="list-style-type: none"> - Finance Officer – Chantal Burnie <p>➤ Travel Assistance (School trips and trips around NZ)</p> <ul style="list-style-type: none"> - Accommodation Co-ordinators
<p>➤ Homestay/Caregiver/Designated Caregiver</p> <ul style="list-style-type: none"> - Your Caregiver - Accommodation Co-ordinators - Guidance Department 	
<p>➤ Academic</p> <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 	<p>COMPLAINTS</p> <p>If you are not satisfied by the outcome of our complaints process, you may notify the New Zealand Qualifications Authority (NZQA). Please refer to the NZQA website for more information on their role and process.</p> <p>You may also be able to take your complaint to Study Complains – a dispute resolution provider specialising in supporting international students in resolving disputes with their schools. This is a free service for international school learners.</p>
<p>➤ Social/Personal</p> <ul style="list-style-type: none"> - Guidance Department - Careers Department - International Deans – Mr Lee or Ms Kim - Tutor Teacher 	
<p>➤ Other/Outside School Issues/Emergencies</p> <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 	