



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:	
➤ Agents - Your agent - International Manager - Director of International Students	➤ Visa Assistance - International Student Services Co-ordinator ➤ Insurance Assistance - International Finance Officer ➤ Travel Assistance (School trips and trips around NZ) - Accommodation Co-ordinators
➤ Homestay/Caregiver/Designated Caregiver - Your Caregiver - Accommodation Co-ordinators - Guidance Department	
➤ Academic - Your Teacher or Tutor Teacher - The HOD of the Department - International Deans - Guidance/Careers Department	COMPLAINTS If you are unhappy with your school's complaints process or the outcome of your complaint, you can contact: ➤ NZQA (for complaints about your school following the Code) ➤ Study Complaints (for complaints about money or contracts) Wellbeing and safety for international learners Information for international school learners and their families, including translations in several languages.
➤ Social/Personal - Guidance Department - International Deans - International Department	
➤ Other/Outside School Issues/Emergencies - Guidance Department - International Deans - International Director - Lynda Lidgard Ph 021 907471 - 24/7 Emergency Contact Number Ph 0800 563263	