

## GRIEVANCE PROCEDURES FOR INTERNATIONAL STUDENTS

We want you to be happy at **Blockhouse Bay Intermediate**. There are times however, when things do not go as smoothly or as well as we may like. Here are some ideas about what you can do about it.

我們想要您愉快地度過在 **Blockhouse Bay Intermediate** 的時光。但是，有時候會發生一些不順利或不如我們所願的事情。以下是一些可供參考的解決方法。

### **Problems with a teacher 如果跟老師有問題**

1. Make a time to talk to your classroom teacher about your concern.

第一 請找時間與您的課堂老師談論您的擔憂/問題或情況。

- a. After a few days, if you do not think the problem has been solved by your classroom teacher then talk to the International Department Coordinator, **Mrs Ingrid Belt**.

幾天後，如果你認為課堂老師沒有解決你的問題，請與負責海外國際學生 Mrs Ingrid Belt 老師談關於您的問題或情況。

- b. If, after a few days, after you have spoken to **Mrs Ingrid Belt** the problem is still there, talk to the Principal **Mr Michael Malins**.

如果再過幾天之後，跟 Mrs Ingrid Belt 老師交談後問題仍然存在，請與校長 Michael Malins 面談。

### **Problems with school friends 與學校同學的問題**

1. Take the time to talk to your teacher or **Mrs Ingrid Belt** about your concern.

請先找時間與您的老師或 Mrs Ingrid Belt 老師談談您的問題。

2. **Mrs Ingrid Belt** is very helpful, especially with broken friendships. You can make an appointment at the Office.

Mrs Ingrid Belt 老師是一位很樂於幫助別人，特別是對朋友之間出現問題的情況。你們可以在學校的辦公室預約時間。

### **Problems with your Homestay/Designated Caregiver 您的寄宿家庭/看護人的問題**

Make a time to talk to the Teacher responsible for International Students, **Mrs Ingrid Belt**. She will discuss the concerns with you and do her best to sort things out. If necessary, she will contact the Principal on the matter and/or your parents.

請和 Mrs Ingrid Belt 老師聯繫並預約時間，她是負責照顧海外國際學生。她會和您討論您的問題，也會盡力與您解決這些問題。如果需要，她會跟校長或父母聯繫並傳達您的擔憂。

*At all the above meetings, notes will be taken of your concerns and of the solutions put in place.*

在上述所有会谈过程中上，您的问题和解决方案都會被記錄。

If, after all the above have been tried, it is felt that your problem has not been resolved, then the student/parent may contact the New Zealand Qualifications Authority (NZQA), or I Students:

在嘗試了上述所有方法後，如果認為您的問題仍未解決，那位學生/家長可以聯繫 New Zealand Qualifications Authority (NZQA), 或 I Students :

New Zealand Qualifications Authority (NZQA) by phone on 0800 697 296 or email [gadrisk@nzqa.govt.nz](mailto:gadrisk@nzqa.govt.nz)

New Zealand Qualifications Authority (NZQA) 電話專線是 0800 697 296

或電子郵件 [gadrisk@nzqa.govt.nz](mailto:gadrisk@nzqa.govt.nz)

If they are unable to help please contact

如果他們無法幫助，請聯繫

IStudents 0800 006675 or Fax 04 918 4901 [complaints@istudent.org.nz](mailto:complaints@istudent.org.nz)

IStudents 0800 006675 或傳真 04 918 4901 電子郵件 [complaints@istudent.org.nz](mailto:complaints@istudent.org.nz)

寫信到：

PO Box 2272,  
Wellington 6140,  
New Zealand

You must be able to show them that you have tried to get the school to act before you contact them. They will consult the school to see if anything can be done to help you.

在與他們聯繫之前，您需要向他們表明您已設法讓學校採取行動。他們將諮詢學校，看是否有什麼可以幫助您的。

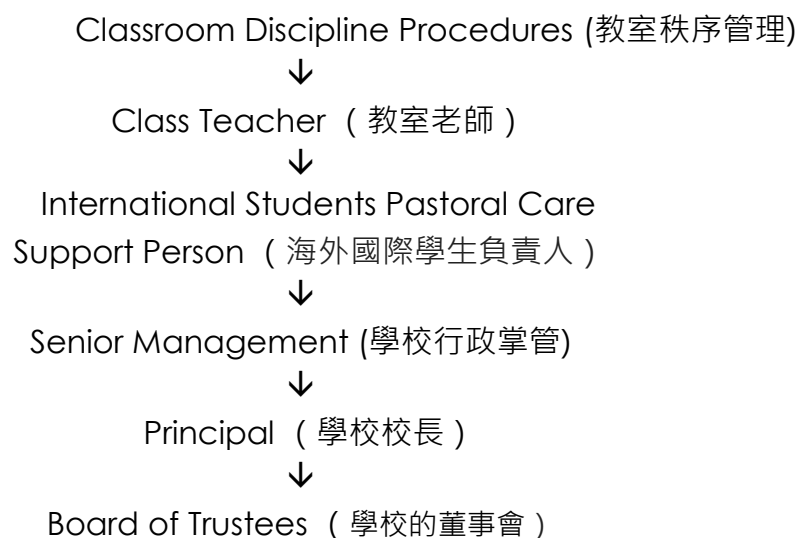
***If you do have a problem, please ask for help while it is still a little problem. Do not wait for it to become a big problem. If you are not confident that your English is good enough you can always bring a friend who has better English.***

如果有什麼問題，請在情況或問題的最初時期尋求幫助，盡量避免讓問題擴大時才尋找幫助。如果您不確定自己的英語水平是否足夠，可以帶一個英語水平更高的朋友在身邊。

***We hope your stay at Blockhouse Bay Intermediate is a happy one.***

我們希望您在 Blockhouse Bay Intermediate 時間是愉快的。

## COMPLAINTS PROCEDURE FOR INTERNATIONAL STUDENTS (國際學生申訴程序)



Complaints or grievances will be recorded in the Board of Trustees minutes.  
If you are still not satisfied and feel your problem has not been resolved, you may contact the New Zealand Qualifications Authority (NZQA) or IStudents.

投訴或申訴將會記載在學校的董事會會議記錄中。

如果您仍然不滿意，並且認為您的問題尚未解決，則可以聯繫 New Zealand Qualifications Authority (NZQA) 或 IStudents。

New Zealand Qualifications Authority (NZQA) by phone on 0800 697 296 or email [qadrisk@nzqa.govt.nz](mailto:qadrisk@nzqa.govt.nz)

New Zealand Qualifications Authority (NZQA) 電話專線是 0800 697 296  
或電子郵件 [qadrisk@nzqa.govt.nz](mailto:qadrisk@nzqa.govt.nz)

If they are unable to help please contact 如果他們無法幫助，請聯繫

IStudents 0800 006675 ( 電話專線 ) or Fax ( 傳真 ) 04 918 4901 ( 電子郵件 )  
[complaints@istudent.org.nz](mailto:complaints@istudent.org.nz)

請寫信到：

PO Box 2272,  
Wellington 6140,  
New Zealand

You must be able to show the Authority that you have tried to get the school to help you before you contact them.

在與他們聯繫之前，您需要向他們表明您已向學校請求幫助。

Reviewed annually  
每年過目與更新