

A Dealing with Problems

We want to hear about your concerns. Please tell us about them early. We aim to settle problems at the centre within seven days of receiving notice from you.

Try to deal with problems through talking directly with the people concerned. If this does not get results, ask the Student Support Manager for help. In difficult cases you can also ask for help from someone outside of International College of Auckland. But first use this form and try to resolve the problem quickly.

B Purpose of the 'Fix-it' Form

This form leaves a record of attempts to settle a problem. It can be used to record ideas for improving your course or our administration, to express a grievance or complaint, or to appeal against an assessment decision. Filling in the form is a positive step to get action on your problem. *The original of this form should be held by the Student Support Manager and you should have a copy.*

C Your Name and Contact Details

D Type of Problem

Tick alongside the type of problem you want investigated.

<input type="checkbox"/>	<i>Course of Study</i>	<input type="checkbox"/>	<i>Learning Environment</i>
<input type="checkbox"/>	<i>Administration</i>	<input type="checkbox"/>	<i>Homestay Accommodation</i>
<input type="checkbox"/>	<i>Unprofessional Behavior</i>	<input type="checkbox"/>	<i>Health and Safety</i>
<input type="checkbox"/>	<i>Assessment</i>	<input type="checkbox"/>	<i>Withdrawal from Course of Study</i>
<input type="checkbox"/>	<i>Absence</i>	<input type="checkbox"/>	<i>Leave</i>
<input type="checkbox"/>	<i>Other (provide your own heading):</i>		

E Details of Problem

F Actions Taken

Actions	People Involved	Dates

G Referral to an External Authority

#	Reconsideration of grievances and complaints:	New Zealand Qualifications Authority	
		<i>or</i>	
		International Education Appeal Authority	
#	Appeals against assessment decisions:	External moderator	

H Outcome of Investigation

I Implications for International College of Auckland

If a grievance, complaint or appeal is found to be justified, a change of policy or procedure may be needed. The Student Support Manager is asked to list below any suggested changes and to discuss them with the Principal and the Management Team.

Signature of Student Support Manager:	_____	
Signature of Student Initiating the Action:	_____	
Start date of investigation:	_____	
Finish date of investigation:	_____	

J External Authorities Contact Details

International Education Appeal Authority c/- Ministry of Education PO Box 47911 Ponsonby, Auckland Phone (09) 374 5481 Fax (09) 374 5403 e-mail: info.ieaa@minedu.govt.nz	NZ Qualifications Authority PO Box 160 Wellington Phone (04) 802 3000
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