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Complaints and Critical Incidents

1) Complaints

LSI has an open-door policy and encourages immediate feedback with the belief that if we listen to stakeholders and Learner Voice and then act responsibly, fairly and appropriately, we can avoid any formal complaints.

To date, this approach has worked and is working well. Currently, no complaints need to be recorded and we are proud that any issues have been resolved quickly and professionally.

Our internal and external grievance procedures can be found below. For the purposes of reporting complaints, we define a complaint as an issue escalating to a point where the English New Zealand, NZQA or DRS come into play.

LSI GRIEVANCE PROCEDURES

Educational problems:

A student with a problem related to classes should:

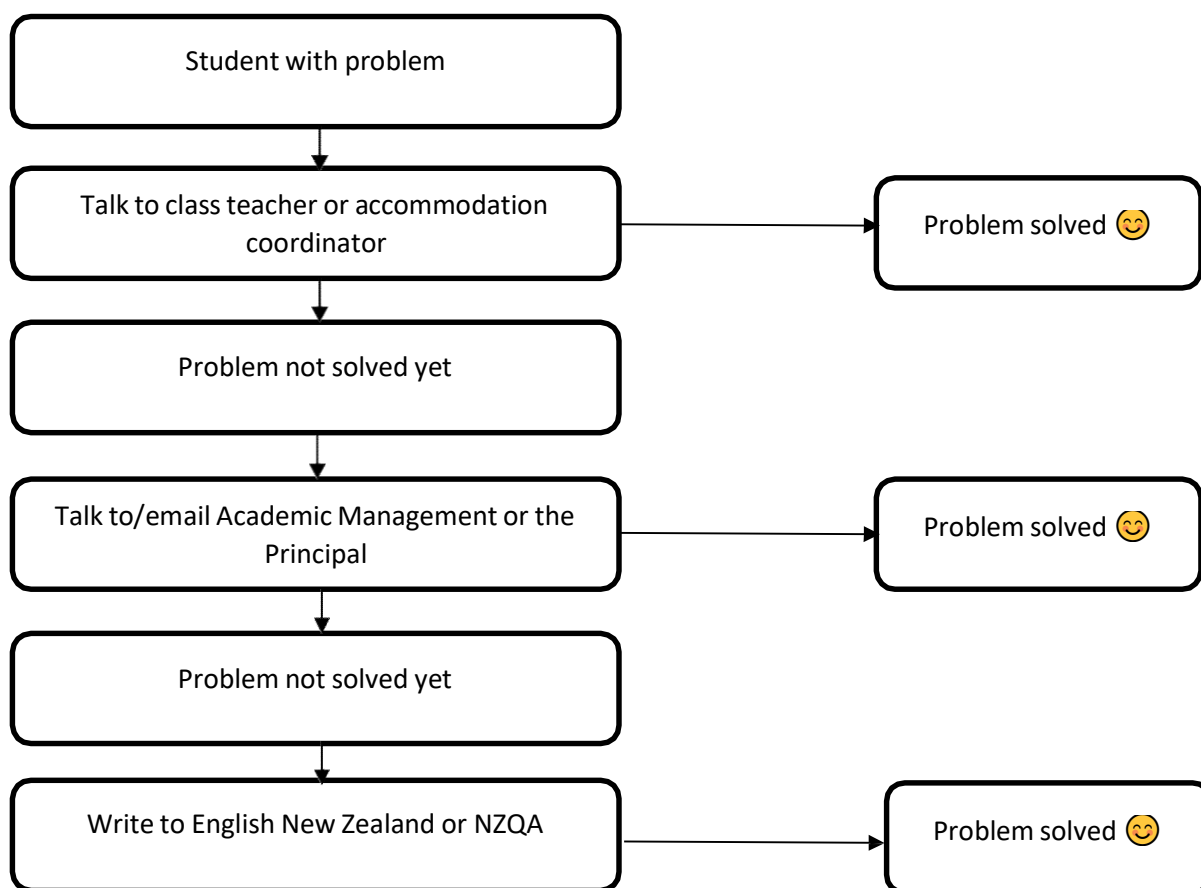
- Talk to the class teacher
- If the problem is not solved, talk to or email Academic Management or the Principal
- If the problem is not solved, write to your Agent with a copy to the Principal
 - If the problem is not solved, write to English New Zealand
<https://www.enz.govt.nz/>
- If the problem is not solved, write to NZQA <http://www.nzqa.govt.nz/>

Non-educational problems:

A student with problems related to finances, accommodation or health should:

- Talk to the class teacher or email Accommodation Coordinator or Reception
 - If the problem has not been solved, talk to or email the Principal
- If the problem is not solved, write to your Agent with a copy to the Principal
 - If the problem is not solved, contact Student Complaints,
<http://www.istudent.org.nz/>

Please see “Who can I talk to?” in the Student Handbook/on school notice boards for specific contact information.





If you have a complaint or a problem...

If you have a problem, please let us know. You can talk to your teacher, the student counsellor or one of our office staff. You can also make an appointment to see the school Director.

Our school is a member of English New Zealand. If you have a complaint that we haven't been able to resolve, you may wish to write to our professional body and ask for assistance using admin@englishnewzealand.co.nz

If English New Zealand is unable to resolve your complaint, or if you do not think your complaint has been dealt with adequately, you can contact the New Zealand Qualifications Authority (NZQA). You can find out more information at https://www2.nzqa.govt.nz/about-us/contact-us/complaint/education-provider/#e10734_heading1

If your complaint relates to the *Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021*, you can complete an online form at <https://www2.nzqa.govt.nz/about-us/contact-us/complaint/code-of-pastoral-care/>

If it is a financial or contractual dispute, more information is available on the iStudent website <https://www.istudent.org.nz/>. From 1 January 2024, all financial and contractual disputes will be dealt with through the Disputes Resolution Scheme (DRS) managed by Fairway Resolution Limited, the current managers of iStudent.

NZQA has produced a brochure for international students about the complaints process <http://www.nzqa.govt.nz/assets/Providers-and-partners/Code-of-Practice/int-students-make-a-complaint-updated.pdf>



International students - How to make a complaint

What to do if you have a complaint

When you come to New Zealand as an international student, you can expect to receive a high standard of education, and to feel safe and well cared for while you live and study here.

If you have a complaint, it is important that you go through the right steps.

Here is what you need to do.

Ask your education provider to resolve your complaint

Your education provider is your first point of contact for any complaint you have, including any complaint about the agents your provider uses.

They must have a complaints process in place for you to go through, and they must tell you what that process is. Follow that process to see if your complaint can be resolved by your provider.

If your complaint is not resolved – contact NZQA

If your education provider has not resolved your complaint, and you still wish to have it resolved, then you can contact NZQA. NZQA is a government organisation. They can provide an independent assessment of your complaint and will either investigate your concerns or advise you what you can do next.

You can submit your complaint query on the NZQA website, or send an email to gadrisk@nzqa.govt.nz

If you need more information on the complaints process, contact NZQA on 0800 697 296.

Or – if it is a financial dispute – you can contact iStudent Complaints

iStudent Complaints is available to help you resolve financial or contractual disputes with your education provider. There is no cost to you for this service.

iStudent Complaints is an independent service with experience in helping people to resolve disputes. You can contact iStudent Complaints on 0800 00 66 75.

New Zealand's quality standards

All international students enrolled with a New Zealand education provider are covered by the New Zealand Government's Education (Pastoral Care of International Students) Code of Practice.

This is legislation that outlines the level of care that education providers, and their agents, must provide to international students while they live and study in New Zealand.

The education system is regulated with strong quality assurance systems across the board.

In general, as an international student you can expect that:

- the quality of teaching and learning you receive will meet high educational standards
- the marketing and promotion information you receive before you enrol is clear, complete and accurate so you can make a well-informed decision about whether an education provider is the right choice for you
- education providers' agents give you reliable information and act with integrity and professionalism
- you will receive enough information and support to help you with your enrolment, including understanding the legal obligations you have, and that you will receive all the proper documentation
- you are welcomed and have enough information, guidance and support to help you settle into your new life in New Zealand
- your study environment is safe, and that you have a safe place to live

About the Education (Pastoral Care of International Students) Code of Practice

The New Zealand Government's Education (Pastoral Care of International Students) Code of Practice is a document that clearly outlines the full legal requirements that education providers enrolling international students must abide by – to read this, go to the NZQA website.

About NZQA

NZQA is a government organisation which manages the quality of New Zealand qualifications, and also acts as the Administrator of the Education (Pastoral Care of International Students) Code of Practice.

www.nzqa.govt.nz



Helping international students resolve complaints with their education provider

<https://www.istudent.org.nz/>

2) Critical Incidents

What is the definition of a critical incident?

The World Health Organisation (WHO), describes a critical incident as an event out of the range of normal experience – one which is sudden and unexpected, involves the perception of a threat to life and can include elements of physical and emotional loss.



A note on critical incidents in self-review

By their nature critical incidents are often unable to be predicted, and therefore can be difficult to manage. For example, incidents may arise or escalate when key staff are absent or when fewer staff are on duty after hours. However, providers must have robust systems for any critical incident. You will need to record how you managed and responded to the incident, and how you supported learner/s. Using and reflecting on this data will help you review your systems and make improvements.

LSI maintains an Accidents, Incidents and Counselling Logbook. All incidents are recorded here, no matter how small or trivial in appearance. Personal information is protected to meet privacy requirements. LSI looks for patterns and implements strategies to help us avoid similar negative experiences. These have involved:

- staff attending workshops e.g. Mental health and well-being
- in-house professional development seminars
- working closely with the police and their international student liaison
- new monthly meetings e.g. Under-18 meetings, Japanese-speakers meetings
- contacting and organising first-language or incident-appropriate external counsellors
- annually reviewing Health and Safety policies and procedures
- annually reviewing Education out of the Classroom / Activity procedures
- ensuring the Building Warrant of Fitness is current
- responding quickly to outbreaks e.g. covid, meningococcal virus, measles
- updating emergency and evacuation procedures in response to local incidents

LSI has systems in place to help us deal with critical incidents and we are quick to respond to the unexpected. To date, we are fortunate to have had no critical incidents that would warrant reporting besides a meningococcal case that required a stay in ICU. LSI staff visited regularly, and we are proud to say that the homestay family and our Accommodation Coordinator went above and beyond in their support and communication with the family. All is well now and the family have expressed such gratitude at the help and support given that we are immensely proud of our team and our homestay family. We did take the opportunity to recommend at pre-arrival stage to all new students that they keep up to date with their vaccinations etc. Pre-arrival documents were updated with this information too.

If any further information is required about what we do to look after our students, please email Brad broberts@lsi.edu.