

## **Complaints Procedures and Withdrawal Policy**

1. If a student feels they have been unfairly treated they should put the complaint in writing and hand it to the Deputy Principal.
2. If they are unhappy with the way in which the Deputy Principal deals with the complaint then a written complaint should be forwarded to the Principal
3. If the student is still dissatisfied with this outcome then they have the right to raise the matter, in writing, with the Board of Trustees.
4. If they are unhappy with the Board of Trustees' response then contact should be made with the International Education Appeal Authority.

### **Withdrawal and Infringement of Code of Conduct**

Generally students can expect to have their offer of place withdrawn if they have infringed New Zealand law; if their attendance is a serious concern or if there has been a serious breach of the Hillmorton High School Code of Conduct, for example: involvement in drugs or alcohol. In these circumstances fees paid in respect of the student's attendance for the year will not be refunded.

### **Students on Transfer**

Generally no refunds will be granted in respect of students who transfer to another school in New Zealand during the course of the academic year.

### **Returning Home**

We accept there are legitimate reasons why someone may need to return home, for example: serious illness, either of a student or someone in their family. However no refund of fees will be granted where in the school's opinion there is not a good reason for the student returning home.

### **Permanent Residency Status**

Those fee paying students who become permanent residents will not be granted a refund for the fees up to and including the term during which they become permanent residents but they may be granted a refund upon the discretion of the Principal for payments beyond that term.

### **Withdrawal from Course**

If a student withdraws from a course before arriving at the school the person who paid the fees will be entitled to a refund of fees paid, less a 10% administration charge of the total year's fee.

### **Withdrawal of Offer of Place**

Usually a student will receive a letter from the Principal warning of unacceptable behaviours and specifying those behaviours. If there are further infringements after the first warning letter then the offer of place may be withdrawn without further notification. This final step will be sanctioned by the Board Chairperson. Some instances of misbehaviour may be so serious as to lead to immediate withdrawal of the offer of place.