



HELP, I HAVE A PROBLEM WITH...

Remember at English Language Matters our motto is “ where each learner matters”. If you have any problems there is ALWAYS someone here to help you.

You can talk to any staff member at English Language Matters about any problems you might have, no matter how small they seem. Staff at English Language Matters will make sure that if your problem needs further attention the right staff member to help you will be told about it and come and see you.

MY TEACHER

Go and see Sharron, or Robyn. They are in charge of all the teaching staff and conversation assistants.

They will discuss your problem and try to resolve it with you.

MY MARKS

Speak with your teacher first if they cannot help then go and see Robyn or Sharron.

Our external assessment advisor is Pauline Douglas ESOL Adviser for the Dunedin College of Education.

STRESS

Go and see Han. He has a lot of really wonderful ways to help you relieve stress and worry. He also has some great ideas for examination techniques and how to overcome homesickness.

ANOTHER STUDENT

Go and see Sharron. She may ask Han to come and help as well. We will have to meet with the other student too to make sure they get to have their say but there are many ways we can help with personal problems.

MY HOMESTAY

Go and see the Homestay Co-ordinator, or Robyn. They will contact your host family on your behalf and work out any problems if possible. For serious problems we may need to ask the help of other external agencies but we will only do this with your permission.

Academic Programmes Director

External Help

Teacher

Student Welfare

Homestay Co-ordinator

English Language Matters promises to provide fair and equitable internal grievance procedures as required by the Code of Practice for the Pastoral Care of International Students and the NZQA.

What if I am not happy with your solution??

If you have had a problem we will have written records of all the things we have done to try and help. We will give you copies of these and you can send them to either:

Remember to keep your English Language Matters ID card with you at all times because it has the after hours numbers you can call for emergency help anytime of the day.

If your problem is with your courses, our staff, the information we have given you, anything to do with the school, you may contact.

**The New Zealand Qualifications Authority on
0800 QA HELP
0800 72 4357**

you can also contact your school office for a copy of **Complaints Kit for Formal Complaints about Providers**

REMEMBER
You can bring a friend to any meeting we have with you. If you want to have a translator please tell us and we will arrange for someone who speaks your native language to be there.

If your problem is with your homestay, living arrangements or the information you received from us before you came to English Language Matters you may contact

**The International Education Appeal Authority (IEAA)
C/- Ministry of Education
Private Bag 47911
Ponsonby, Auckland
New Zealand**