



COLLINGWOOD AREA SCHOOL

INTERNATIONAL STUDENT APPLICATION PACKAGE

Enrolment Procedure:

1. Please complete the Application for Enrolment and Homestay Forms and post or e-mail them to the address below.
2. Enclose:
 - A recent passport sized photograph attached to the application.
 - A letter from your parent or guardian supporting your application.
 - A copy of your academic record for the past year. This should be officially verified.
 - Any other relevant certificates or national examination results.
3. If your application is successful you will receive a letter of acceptance, conditions of enrolment and an invoice for the tuition and accommodation fees with details of payment procedures.
4. After we have received your fees you will receive a receipt and an Offer of Place which guarantees a place at Collingwood Area School and homestay accommodation. You will need these to apply for a student visa from the nearest New Zealand Embassy or High Commission. Full details of visa and permit requirements, advice on rights to employment in New Zealand while studying, and reporting requirements are available through the New Zealand Immigration Service, and can be viewed on their website at: <http://www.immigration.govt.nz>
5. Homestay arrangements will be made after receipt of fees. You will be advised of details of your homestay family as soon as it is arranged by our School.
6. It is very important that you tell us of your arrival dates so that your airport pick-up can be organised. This is also needed to arrange the Students Health and Travel Insurance before you leave home if we are arranging this.

Post to:

Principal
Collingwood Area School
Lewis Street Collingwood
7073

Telephone:	0064	3	524	8125
Fax:	0064	3	524	8124
Email:	admin@collingwood-area.school.nz			

Collingwood Area School has agreed to observe and be bound by the Code of Practice for the Pastoral Care of International Students published by the Ministry of Education. Copies of the code are available on request from this school or from the New Zealand Ministry of Education Website at: www.minedu.govt.nz.

General Information

Health and Travel Insurance

You will be required to complete a declaration in the Student Visa Application form stating that you

- Agree to arrange and hold insurance which your education provider considers acceptable, from the period of your enrolment until the expiry of your student visa, unless you depart New Zealand earlier; and
- Understand that holding insurance will be a condition of your visa and that you may become liable for deportation if you do not hold insurance, from the period of your enrolment until your visa expires, unless you depart New Zealand earlier; and
- Understand that you may have to provide evidence of having held acceptable insurance with any further visa application.
- If you come to study on a visitor visa proof of insurance is still required as per the Code of Practice for the Pastoral Care of International Students.

****Evidence of Insurance arranged privately must be included with flight details prior to arrival in New Zealand.**

Fees Protection Policy

The school is required to ensure that all students' fees are protected in the event that the school is unable to continue to offer tuition to International students. The Collingwood Area School Board of Trustees undertakes to hold enough funds in reserve to protect fees and these will be refunded should courses be cancelled.

Holidays

International students are expected to take their holidays during these term breaks. Extra holidays will need to be approved by the Principal.

Failure to Meet our Standards and Expectations

When an International Student fails to meet these standards and expectations, a number of steps will be taken to help correct the problem. This will involve discussion with the student, School staff and homestay parents. Parents will be kept fully informed of any situation causing concern and should feel free to contact the School staff at any time.

If a student's behaviour or attitude is still unacceptable, discipline action will be taken. This may include suspension from the School. If this action is taken, procedures as outlined in the Education Act will be followed.

If a decision is made by the School to exclude a student from the schools homestay arrangements, the following procedures will apply:

1. The agent and parents of the international student will be notified
2. A decision will be made by the School that:
 - a. The student will return home
 - b. Permission may be given to enrol with another education provider in New Zealand.

Refund of Fees Policy

Criteria

1. If a student withdraws from a course of study before the course completion date a student may be eligible for a refund of school fees.
2. An application for refund of fees must be made in writing. The student must write to the Board of Trustees explaining why they have withdrawn from the course and their reasons for seeking a refund.

Tuition Fees

The refund policy for fees of international students will be based on Section 4B (7) of the Education (No

4) Amendment Act 1991. The Principal will act as the agent of the Board of Trustees in establishing the circumstances and the level of the fees to be refunded using the following guidelines.

1. If a student fails to take up the offer of placement, any fees already paid will be refunded in full less an administration charge of NZ\$500 to cover costs incurred by the school, unless there is an existing agreement between the school and your agent.
2. If a student commences study and leaves before the completion of the course, applications for a refund must be submitted to the Principal in writing and will be considered on a case by case basis. Or, if a student gains permanent residency after enrolment but before the second half of the course, fees are refundable less:
 - a) An administration charge of NZ\$500
 - b) Costs already incurred by the School
 - c) The salaries of the teachers and support staff and any other components of the fee already committed for the duration of the course
 - d) An amount which covers use of the facilities and resources to date of withdrawal
 - e) The proportion of the Government Levy the school is required to pay.
3. Any variation to this policy will be at the discretion of the Principal. A decision on refund of fees will be made after the reasons for withdrawal have been presented and discussed. The Principal will take into consideration the special circumstances of the withdrawing student. A non-specific "change of mind" will not be grounds for a refund.
Examples of situations where refunds may be arranged include:
 - a) Serious illness of the student
 - b) Death or serious illness of a family member
4. No refunds will be made where students are excluded from school for disciplinary reasons under provisions of the Education Act.

Homestay Fees (Based on all homestay fees paid in advance)

1. If a student moves out of a homestay prior to the end of the contract the portion of homestay fees not already used will be returned. Please supply bank account details in the event of any unused amounts relating to homestay that is to be refunded.
2. Application is to be made to the Principal and requires either the giving of two weeks' notice or the payment of two weeks fees in lieu of notice.

Any homestay refunds due will be calculated usually 4-6 weeks (does not include school holidays) after students depart from Collingwood Area School when all expenses have been settled.



COLLINGWOOD AREA SCHOOL

APPLICATION FOR ENROLMENT AS AN INTERNATIONAL STUDENT AT COLLINGWOOD AREA SCHOOL

(Please complete this application in English)

Please ensure that all the information is complete and correct. Failure to properly complete the form may result in a delay in processing, or rejection of your application. Failure to provide correct information may result in your child's enrolment being declined.

PERSONAL INFORMATION

Student Name:

(Family Name)

(First Name)

(Preferred Name)

Home Address:

.....

Nationality:

Religion:

Birth Date:/...../.....

Gender (*please circle*): Male / Female

(Date / Month / Year)

Passport Number:

Expiry Date:

Father's Name:

Address:

.....

Telephone – Home:

Telephone – Work:

e-mail:

Occupation:

Mother's Name:

Address:

.....

Telephone – Home:

Telephone – Work:

e-mail:

Occupation:

Contacts: *Emergency Contact Number*

Who is the emergency contact person?

COURSE REQUESTED:

Preferred Starting Date:

Year Level:

Period of intended study at Collingwood Area School: (***Please tick one***)

☐ 2 Terms/
Semester

☐ 3 Terms

☐ Full Year

☐ 2 years or
more

Your subject selection will be finalised when you arrive at school. Being small allows us the flexibility to cater for most subject requests.

STUDENT ACADEMIC and LANGUAGE DETAILS

Your Present School Name:

First Language:

How many years have you studied English?

English Language Level: (Please tick a box)

<input type="checkbox"/> Beginner Does Not Speak any English	<input type="checkbox"/> Elementary Can speak some basic English	<input type="checkbox"/> Pre-Intermediate Can speak and understand basic English	<input type="checkbox"/> Intermediate Can speak and understand good English	<input type="checkbox"/> Upper Intermediate Can speak and write good English
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Present Level of Study:

Junior High School

Year 1 ☐

Year 2 ☐

Year 3 ☐

Senior High School

Year 1 ☐

Year 2 ☐

Year 3 ☐

Other Study:

Are you transferring from another school in New Zealand? **Yes / No**

If **Yes**, which school?

Favourite subject:

Least favourite subject:

What are you hoping for or looking forward to in your New Zealand school?

.....
.....

What worries you about living and studying in New Zealand?

.....
.....

Please attach your most recent school reports: **Reports Attached** **Yes / No** **(Please circle)**

Do you have any specific learning needs or difficulties that could affect your progress? (Dyslexia etc)

HEALTH and MEDICAL INFORMATION

Does your child have any pre-existing medical conditions or concerns? **Yes / No**

If **Yes**, please state:

Do you have any allergies? (E.g. **food allergies** like peanuts or wheat, or **medical allergies** like penicillin or bee stings):

.....

Do you carry any medication for this allergy? If so what?

Do you have any dietary restrictions e.g. Religion?

Do you suffer from any of the following?

- ☐ Asthma ☐ Hay Fever ☐ Diabetes ☐ Epilepsy
☐ Eating disorder (anorexia/bulimia)

If you have ticked any of the above, please give details:

Have you ever had a chronic or serious illness or been hospitalised? Yes / No

If Yes, please give details:

Do you take prescription medicines? Yes / No

If Yes, please give details:

Do you smoke? Yes / No (Note: Smoking is not permitted at Collingwood Area School)

Do you wear glasses or contact lenses? Yes / No

New Zealand children are vaccinated against the following diseases. Please circle the ones your child has been vaccinated against:

Whooping Cough	Diphtheria	Tuberculosis	Tetanus	Measles
Mumps	Rubella (German measles)		Polio	Hepatitis B

Name any other medication you require:

MEDICAL TREATMENT

Parent/caregivers enrolling students at Collingwood Area School give permission for the administration of first aid by staff with first aid training. Collingwood Area School will give non-prescribed medication (according to dosages specified) in emergency situations only. A register is kept of the medication and treatment given. Students who require non-prescription medication on a semi-regular basis are encouraged to provide their own supply which will be held at the front office for their use only.

INSURANCE

Medical and travel insurance is compulsory for international students coming to New Zealand. Please provide your medical and travel insurance details:

Insurance company

Policy type

Policy start date OR Policy end date

(tick)

- ☐ I have not yet taken out medical and travel insurance, but agree to do so and will provide proof of this to the school on acceptance of this application for enrolment.

WAIVER TO TRAVEL WITH HOST FAMILY

I/We give permission for my/our son/daughter to be allowed to travel throughout New Zealand with their nominated host family. This can only occur when all sufficient information is provided to the school and they are satisfied that the information is complete and accurate.

PRIVACY ACT 1993

I/We hereby acknowledge and authorise Collingwood Area School to collect, store, use and disclose the information provided on this form (which is correct and accurate) for the purpose of enrolment, general administration of the school and the general care and welfare of my/our child/children during the term of enrolment with the school and I/we agree to update this information as necessary

- For the purposes of the Privacy Act 1993, I/we hereby acknowledge and understand that:
 - This information has been provided voluntarily and I/we had a choice as to whether to complete all parts of the form or not.
 - The Board of Trustees of Collingwood Area School is collecting this information for the purposes of providing a database for the future education, guidance and reporting of the student's progress and pastoral care.
 - The information collected may be aggregated for a variety of statistical and research purposes, ensuing at all times that no individuals can be identified.
 - The student's work and/or photograph may appear in school publications and unless otherwise advised, it is understood that the school has consent to the publication of work and/or photographs that may appear in such school publications including newsletters, prospectus, magazine and advertising material.
- Contact details on this form may be forwarded to the Ministry of Social Development. This is required by law so at risk young people can be identified and offered support by organisations contracted to help re-engage young people in education or training when they leave school. The information will not be used for any other purpose.

ENROLMENT AGREEMENT Fee

Payer/Parent

1. I/We guarantee the good behaviour of this student while attending Collingwood Area School and understand that unsatisfactory behaviour and attendance will result in exclusion and suspension procedures being followed which could result in the cancellation of the student's right to study at Collingwood Area School and their removal from Homestay accommodation.
2. I/We guarantee full and accurate medical information for this student has been disclosed. I/We understand failure to include past and present conditions may result in the termination of the enrolment and affect Insurance purchased through Collingwood Area School.
3. I/We accept the right of Collingwood Area School to change the course of study if this is in the best interests of the student.
4. I/We give permission for my/our son/daughter to attend any camps/outdoor activities organised by the school and I/we agree to pay any additional costs incurred.
5. I/We accept the right of Collingwood Area School to decline this student enrolment, without explanation, at the discretion of the Principal.
6. While all care is taken, Collingwood Area School does not accept any liability for any loss, damage or accidents that may occur. This is why all students are required by law to have Travel and Medical Insurance to cover them for any accident or damage.
7. I/We agree to pay the fees required and the conditions of the Refund Policy.
8. I/We have read and understood the rules and regulation in the Information Pack.
9. I/We understand that any disputes in relation to this agreement will be settled only in accordance with New Zealand Laws and under the jurisdiction of the New Zealand Courts.

Declaration: the information given on this form is true, complete and correct. I/We have read, understood and agree to all the Conditions of Enrolment in the application package.

Father's Name		Signature		Date	
Mother's Name		Signature		Date	
Student's Name		Signature		Date	

OTHER PERSONAL INFORMATION Your

Personality

Put ticks in all the boxes which best describe you:

- | | | | | | |
|---------------------------------------|--|------------------------------------|------------------------------------|--|--|
| <input type="checkbox"/> Curious | <input type="checkbox"/> Neat/tidy | <input type="checkbox"/> Artistic | <input type="checkbox"/> Outgoing | <input type="checkbox"/> Straightforward | <input type="checkbox"/> Nature-lover |
| <input type="checkbox"/> Sociable | <input type="checkbox"/> Open-minded | <input type="checkbox"/> Messy | <input type="checkbox"/> Sporty | <input type="checkbox"/> Quiet | <input type="checkbox"/> Sophisticated |
| <input type="checkbox"/> Outdoor type | <input type="checkbox"/> Independent | <input type="checkbox"/> Ambitious | <input type="checkbox"/> Organised | <input type="checkbox"/> Competitive | <input type="checkbox"/> Thoughtful |
| <input type="checkbox"/> Intellectual | <input type="checkbox"/> Stay at home | <input type="checkbox"/> Talkative | <input type="checkbox"/> Humorous | <input type="checkbox"/> Forgetful | <input type="checkbox"/> Busy |
| <input type="checkbox"/> Friendly | <input type="checkbox"/> Family-oriented | <input type="checkbox"/> Studious | <input type="checkbox"/> Fun | <input type="checkbox"/> Affectionate | |
| <input type="checkbox"/> Other: | | | <input type="checkbox"/> Other: | | |

Put ticks in each of the boxes that best describe your family:

- | | | | | | |
|--------------------------------------|--|--|--|----------------------------------|--|
| <input type="checkbox"/> Strict | <input type="checkbox"/> Casual | <input type="checkbox"/> Sociable | <input type="checkbox"/> International | <input type="checkbox"/> Active | <input type="checkbox"/> Religious |
| <input type="checkbox"/> Academic | <input type="checkbox"/> Affectionate | <input type="checkbox"/> Home-oriented | <input type="checkbox"/> Busy | <input type="checkbox"/> Modern | <input type="checkbox"/> Old-fashioned |
| <input type="checkbox"/> Musical | <input type="checkbox"/> Fun | <input type="checkbox"/> Artistic | <input type="checkbox"/> Sporty | <input type="checkbox"/> Relaxed | <input type="checkbox"/> Sophisticated |
| <input type="checkbox"/> Traditional | <input type="checkbox"/> Outdoors-type | <input type="checkbox"/> Talkative | <input type="checkbox"/> Humorous | <input type="checkbox"/> Quiet | <input type="checkbox"/> Friendly |
| <input type="checkbox"/> Other: | | | <input type="checkbox"/> Other: | | |

Do you have any brothers or sisters? Yes / No (please circle)

If Yes please list their names and ages and indicate whether they live at home:

Name	Age	Male/Female	Living at Home (Y/N)

Who else lives in your home? (Mother, Father, Uncles, Aunts, Grandparents, etc)

Name	Relationship to You

What household tasks do you undertake regularly?

Have you travelled to other countries before? **Yes / No**

(If Yes, please state which ones)

Have you lived away from your family before? **Yes / No**

Is there a particular part of your culture that is very important to you that we should know about?

.....
.....

Homestay Accommodation

Most New Zealand families have pet cats or dogs that live in their homes. Are you allergic to any pet animals? *(If yes please state which):*

Do you have a fear or phobia of any pet animals?

Do you have a religious affiliation? **Yes / No**

If yes, please state whether you attend religious services regularly:

Would you be comfortable living with a host family with a different religion? **Yes / No**

Do any of your household members smoke? **Yes / No**

If no, would you mind being placed in a homestay where a host family member smokes? **Yes / No**

Do you mind sharing a room: **Yes / No**

What are you most looking forward to about your homestay family? (eg family with similar age of our child, family friends, Other):

.....
.....

Is there any special request you would like to make of your homestay? *(Please state)*

.....
.....

Interests and Hobbies

Please tell us about the activities and interests you **most** enjoy (tick as many as you like).

Sports Activities	I would like to learn this	I would like to continue this	I compete in this activity	Musical Activities	I would like to learn this	I would like to continue this	I am an accomplished musician & like to perform	Indoor Activities	I would like to try this	This is my hobby	I do this sometimes
Aerobics/Dance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Band	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Computers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Athletics/Track & field	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Orchestra	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Cooking Drama/Theatre	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Badminton	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Choir/Singing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Drawing/Painting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Baseball/Softball	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Guitar	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Listening to Music	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Basketball/Netball	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Flute	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Movies/Films	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Biking/Cycling	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Piano	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Reading	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Gymnastics	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Saxophone	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Watching TV	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Hockey	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Trumpet	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Writing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Horse Riding	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Violin	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Playing Games	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Martial Arts	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Other:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Socialising	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Rugby Snowboarding/Skiing Soccer	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Outdoor Activities				Other:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Swimming	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Camping	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>				
Tennis	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Fishing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>				
Volleyball	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Hiking/Tramping	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>				
Wrestling	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Sailing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>				
Other:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Walking	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>				
				Other:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>				

Describe one of your personal achievements (something you have done you are proud of) or something special about you:

.....
.....
.....



COLLINGWOOD AREA SCHOOL

Information for Overseas Students

Welcome to Collingwood Area School. We hope that you enjoy your time with us. We will work hard to make sure that your time here is valuable as well as enjoyable.

There are many things you will need to learn about our school and community. This is a guide.

Your main way of learning will be to talk to other students and follow what they do.

You will also have a Dean who will be introduced to you as part of your orientation.

You are also very welcome to come and see the Deputy Principal or me if there are matters that you want to talk about. The best people to go to for information are the Executive Officer Irene or School Secretary Monika.

We will organise your programme as soon as possible by talking to you about your learning needs and what you want to achieve while you are here. As a small school we can be very flexible with our programme. We can also adapt a programme so that you may have the opportunities to make the most of what is available in our locality, for example, by going on trips such as the Heaphy Track with other year groups.

Orientation Programme

When you first come to the school you will meet the key people who will help you during your stay with us including your Dean, the Secretary, the Executive Officer, the Deputy Principal and me.

We will show you around and show you the main places of interest for a student such as the library, classrooms and gymnasium. There is no cafeteria or tuckshop so you will need to make sure you have brought food with you each day.

Your Dean will explain the main rules about attendance, how the timetables work and the rights and responsibilities of students in the school.

Much of the rest of what you need to know will come from your Homestay family who are active members of the community.

A lot of the information you will need about the school is included in the Prospectus with course information being contained in the Student Handbook. Both these documents are included with this information sheet.

The School Day

The school day comprises of six periods of 50 minutes each. You will be given a timetable to show you which class you have in each of these periods.

School starts at 8.45 am each day and finishes at 3.00 pm.

Morning tea is between 10.30 and 10.50 am, and lunch is between 12.30 and 1.20 pm.

Special Support

While we do everything we can to make sure your stay is worthwhile, we are also aware that there may be issues to face.

It is important to talk to people if you have any problems with school, your living conditions or just about learning the culture of New Zealand.

The school does have a complaints procedure and a copy is contained in this Information Pack.

There is also a leaflet included for you information: *Summary of the Code of Practice for the Pastoral Care of International Students* (this can also be found on the NZQA website: www.nzqa.govt.nz).

Please do not hesitate to speak to me about any concerns. There are several fluent speakers of other languages who live within the Golden Bay community if you need the assistance of an interpreter. I am sure you will get to meet these people during your stay with us.

Remember that the main reason for your visit is to gain an understanding of another culture. This is also important for us here too – we want to learn about you and your home. We will do all that we can to make this happen and to make sure that your stay in Collingwood is well worthwhile.

Hugh Gully
Tumuaki/Principal

Procedure for students making complaints

Most complaints are dealt with verbally, informally and quickly, and often without being too conscious that it was a complaint.

Before making a complaint consider the following:

- *What is my complaint about?*
 - A person (another student or a teacher)?
 - A classroom matter (course of work, marking)?
 - A school procedure?
- *Have I organised all of the relevant facts and information to make my complaint as meaningful as possible?*
- *How serious is my complaint?*
 - Very serious and should be presented in writing?
 - Informal and can be presented, at least initially, verbally and at an appropriate time?
- *Who do I go to?*
 - Consider who the most relevant person is but also someone that you feel comfortable going to.
 - Also consider if you want somebody else to be with you if you want to make a complaint. If you do this it could be another or other students, a parent or another person set up as an advocate.
 - People you could approach:
 - Students – an individual who you consider is causing the issue; student contacts, student council, student rep on BOT
 - Staff – Classroom teacher, Dean, Whanau teacher
- *What can I do if I am not satisfied with the consequences of my making a complaint?*
 - Accept that this is what happens sometimes OR
 - Take your complaint to a higher level e.g. if it is with a teacher then approach the deputy principal or principal.
- *Notes:*
 - Try and take your complaint to the closest point to the problem e.g. a classroom teacher for a classroom situation or a fellow student who may be causing problems with you
 - All complaints will be treated seriously so ensure that you are serious about your complaint
 - Do realise that making a complaint doesn't necessarily mean that the consequences will be the ones that you want.