



Wellington  
College Founded  
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## The Code of Practice for the Pastoral Care of International Students

### What can you do if you are not happy at school or in your homestay?

1. Talk to:

**Mr Ellett:** the International Director [m.ellett@wc.school.nz](mailto:m.ellett@wc.school.nz) +64 22 639 1046

**Mrs Kathi Scott:** the International Office & Homestay Manager [k.scott@wc.school.nz](mailto:k.scott@wc.school.nz)  
+64 217 17449

OR Any other teacher you are comfortable talking to, especially a Dean of Year

2. If you do not think your problem has been solved talk to –

**Mr Wither:** the school Guidance Counsellor [r.wither@wc.school.nz](mailto:r.wither@wc.school.nz) +64 22 066 5472

3. If you are still not happy you can make an appointment to talk to –

**Mr Moses:** the Headmaster [headmaster@wc.school.nz](mailto:headmaster@wc.school.nz)

4. If you still feel your problems have not been solved, you may contact:

NZQA through the NZQA website or send an email to [gadrisk@nzqa.govt.nz](mailto:gadrisk@nzqa.govt.nz)  
or telephone 0800 697 296 for help and guidance

If your dispute is about a financial concern contact Fairway Resolution, the NZQA  
appointed operator of the Dispute Resolution Scheme (DRS) 0800 774 422

Mr Ellet or Mrs Scott will help you if you are not sure how to do this. You must be able to show NZQA or Fairway Resolution that you have tried to get the school to act before you contact them. They will consult the school to see if anything can be done to help you.

**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. The first step is to ask us for help.**

**Remember:** *You can always get someone else to come with you to talk to any of these people. We would like you to have a happy and successful time at Wellington College, and we do not want you to be unhappy. Let us know so that we can help you.*