



Grievance procedures for international trainees wishing to make a complaint about the treatment received by IPLS

The **Code of Practice for the Pastoral Care of International Students** (the Code) requires IPLS to have fair and equitable internal grievance procedures for trainees.

The internal grievance procedure IPLS has in place is located on the IPLS website under *Current Trainees* and is entitled [Guidelines for Trainees Making Complaints against Employees of IPLS](#).

The Code requires you to have used any internal process available before taking a complaint further.

International trainees who have concerns or complaints about their treatment by IPLS should contact Bernadette Wilson, National Director, in the first instance on phone +64 3 356 2221 or email b.wilson@ipls.org.nz.

If your concerns are not resolved by the IPLS internal grievance procedure, you can contact the International Education Appeal Authority (IEAA). The IEAA's procedure for making a complaint can be found by following the links at:

<http://www.minedu.govt.nz/NZEducation/EducationPolicies/InternationalEducation/ForInternationalStudentsAndParents/CodeOfPracticeInfoForStudents/MakingAComplaint.aspx>.