

Refund Procedure

Cashmere High School has a no refund policy. If the student withdraws from his/her course of study before the course completion date, he/she will NOT receive a refund of school fees except in exceptional circumstances. In such cases, the parents should write to the Principal explaining what the exceptional circumstances are: however, the School's decision is final.

If the application is made before the start of the course or within 7 days of course commencement or if the school cannot provide a course of educational instruction as contracted with the student, the school ceases to be a signatory to the Code of Practice or if the school ceases to be a provider, fees will be refunded less:

- an administration fee
- costs to the school already incurred for tuition
- components of the fee already committed for the duration of the course, including agent commission, government levy and any other costs incurred.

No refund will be made to a student when enrolment is withdrawn by the school.

No refund will be made to an International Student who changes visa status to one which entitles them to regular/domestic student status, after one month from the date of payment.

Please note that the balance of homestay money will be refunded back to the parents' bank account in full at the time the student signs out of school.

Grievance Procedure

Cashmere High School has established guidelines for students who have a complaint or grievance against the school. The procedure for dealing with such an issue is:

1. International students who consider that they have a concern, complaint or grievance with Cashmere High School should in the first instance discuss the concern with the Director of International Students.
2. If the matter is not resolved to the satisfaction of the student, the student or their authorized agent/representative should then take up the matter with the Principal.
3. If the matter is still not resolved satisfactorily, the student should put their concern in writing to the Board of Trustees of Cashmere High School. The board will then consider the matter and come to a decision.
4. If Cashmere High School has not resolved your complaint, and you still wish to have it resolved, then you can contact NZQA. NZQA is a government organisation. They can provide an independent assessment of your complaint and will either investigate your concerns or advise you what you can do next. You can submit your complaint query on the NZQA website, or send an email to gadrisk@nzqa.govt.nz

If you need more information on the complaints process, contact NZQA on 0800 697 296.

If it is a financial dispute – you can contact iStudent Complaints. iStudent Complaints is available to help you resolve financial or contractual disputes with your education provider. There is no cost to you for this service. iStudent Complaints is an independent service with experience in helping people to resolve disputes.

You can contact iStudent Complaints on 0800 00 66 75 or DRS online at

www.fairwayresolution.com/istudentcomplaints