

18 June 2025

[REDACTED]

Tēnā koe [REDACTED]

Official Information Act Request

Thank you for your request of 20 May 2025, under the Official Information Act 1982, for the following information:

Please supply the following information under the Official information Act (OIA):

- 1. Complaints NZQA Has Received About YouBee College of Creative Information*
- 2. Complaints NZQA has received specific to the Christchurch Campus of YouBee College of Creative Information*

Your request has been considered under the Official Information Act 1982.

We have determined the scope of your request to be for information on the formal complaints NZQA has received about Yoobee Colleges Limited and ACG Yoobee School of Design for the past ten years, including the outcome, summary, and campus. If you have any questions about how we have scoped your request, please don't hesitate to contact us to discuss.

Formal Complaints received by NZQA about Yoobee:

Provider name	Date NZQA received the complaint	Complaint outcome	Summary	Campus
Yoobee Colleges Limited	25/02/2025	Complaint declined by NZQA	Complaint about a student loan dispute. Complaint declined as the learner wanted a financial outcome relating to their study loan so was directed to the Inland Revenue as the next step.	Auckland
Yoobee Colleges Limited	25/09/2023	Complaint withdrawn by individual	Complaint about graduation information. Complaint from a parent of learner. We asked the parent to provide a statement from daughter to act on their behalf, only then could we consider a formal complaint. On 27/09/2023, Parent chose to withdraw the complaint as stated they	Auckland

			were successfully working with Yoobee to resolve issue.	
Yoobee Colleges Limited	26/08/2022	Complaint withdrawn by student	Complaint about teaching materials and a lack of support. Student resolved complaint directly with provider and withdrew NZQA complaint.	Auckland
Yoobee Colleges Limited	17/08/2022	Complaint closed	Complaint about teaching materials and a lack of support. Complaint was investigated and closed on 22/12/2022. NZQA continues to monitor the programme the complaint related to, to track Yoobee's progress.	Online but had brief contact with Christchurch campus
Yoobee Colleges Limited	22/09/2020	Complaint declined by NZQA	Complaint about wanting financial reimbursement of tuition fees. Complaint declined. The student was advised to complete formal complaint process with the provider and directed to contact the Disputes Tribunal as they were wanting a financial outcome.	Wellington
Yoobee Colleges	22/09/2020	Complaint declined by NZQA	Complaint about wanting financial reimbursement of tuition fees. Complaint declined. The student was advised to complete formal complaint process with the provider and directed to contact the Disputes Tribunal as they were wanting a financial outcome.	Auckland
ACG Yoobee School of Design	22/06/2016	Complaint declined by NZQA	Complaint declined as student had not completed formal complaint process with the provider before lodging a complaint with NZQA.	Wellington
ACG Yoobee School of Design	10/03/2016	Complaint declined by NZQA	Complaint declined because the provider took sufficient steps to respond to complainant's concerns following an internal investigation and offered a resolution. Complainant's desired outcome was financial.	Auckland
ACG Yoobee School of Design	22/02/2015	Complaint declined by NZQA	Complaint declined as NZQA determined there was sufficient provider compliance with NZQA Rules.	Auckland

Our response to your request may be published on our website after five working days. Your name and contact details will be removed before publication.

If you require further assistance or believe we have misinterpreted your request, please contact Elizabeth Templeton in the Office of the Chief Executive, email elizabeth.templeton@nzqa.govt.nz or telephone (04) 463 3339.

You have the right to seek an investigation or review by the Ombudsman of this decision under section 28(3) of the Official Information Act 1982. Details of how to make a complaint can be found

at www.ombudsman.parliament.nz. You can also telephone 0800 802 502 or write to the Ombudsman at PO Box 10152, Wellington, 6143.

Nāku nā

A handwritten signature in black ink, appearing to read 'Dr Grant Klinkum', written over a horizontal line.

Dr Grant Klinkum
Pouwhakahaere/Chief Executive