

1 March 2023

Tēnā koe

### Official Information Act Request

Thank you for your request of 10 February 2023, under the Official Information Act 1982, for the following information:

*Complaints NZQA has received about YooBee*

The following list provides information on the formal complaints NZQA has received about YooBee Colleges Limited and ACG YooBee School of Design for the past ten years.

Please note that we have determined this information to be within the scope of your request. If you have any questions about this, 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	Additional comment.
YooBee Colleges Limited	26/08/2022	Complaint withdrawn by student	Student resolved complaint directly with provider and withdrew NZQA complaint.
YooBee Colleges Limited	17/08/2022	Complaint still in process	Complaint findings circulated, responses to findings being evaluated.
YooBee Colleges Limited	22/09/2020	Complaint declined by NZQA	Complaint declined as student had not completed formal complaint process with the provider before lodging a complaint with NZQA. Additionally, complainant wanted a financial outcome so was directed to the Disputes Tribunal as the next step.
YooBee Colleges Limited	22/09/2020	Complaint declined by NZQA	Complaint declined as student had not completed formal complaint process at provider before lodging a complaint with NZQA.

			Additionally, complainant was wanting a financial outcome so was directed to the Disputes Tribunal as the next step.
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.
ACG Yoobee School of Design	10/03/2016	Complaint declined by NZQA	Provider had taken sufficient steps to respond to complainant's concerns following an internal investigation and offered a resolution. Complainant's desired outcome was financial.
ACG Yoobee School of Design	22/02/2015	Complaint declined by NZQA	During initial complaint stage Provider supplied sufficient information of compliance with NZQA rules.

As part of the commitment to open and transparent government, NZQA is proactively releasing responses to Official Information Act requests which are of public interest. NZQA intends to publish its response to this request on its website with the next quarterly release of documents. Your name and contact details will be removed before publication.

If you require further assistance or believe we have misinterpreted your request, please contact us at [ministerials@nzqa.govt.nz](mailto:ministerials@nzqa.govt.nz).

If you are dissatisfied with our response, you have the right, under section 28(3) of the Official Information Act 1982, to lodge a complaint with the Office of the Ombudsman at [www.ombudsman.parliament.nz](http://www.ombudsman.parliament.nz). You can also telephone 0800 802 502 or write to the Ombudsman at PO Box 10152, Wellington, 6143.

Nāku nā



Tim Bowron  
Pouwhakahaere Hāpai /Acting Chief Executive