

31 October 2019

Email: [REDACTED]

redacted s9(2)(a)

Dear [REDACTED]

Official Information Act Request

Thank you for your request of 2 October 2019, under the Official Information Act 1982 ('the Act'), for the following information:

*Please can you send me a summary of all the student/staff complaints received by NZQA over the past 2 years, about any 'accredited' NZ PTEs – complaints that relate specifically to the issues of **quality of that institution's educational provision**. Can you also please include **whether the complaint was upheld** and if so, what action, if any, was initiated by NZQA and whether that PTE – or its leaders – are still in business.*

We have interpreted this request to mean formal student complaints against registered private training establishments (PTEs) that have been formally accepted by NZQA.

NZQA does not accept formal complaints from staff of tertiary education organisations, so is unable to provide information for this part of your request. However, NZQA does accept information from staff, and may use it to help to identify areas where NZQA intervention may improve the quality of outcomes for students.

NZQA formally accepted 15 formal complaints from students between 1 October 2017 – 9 October 2019. 10 of these related at least partially to issues of quality around the institution's educational provision (the other five related to issues such as student wellbeing, services and refund of fees). Seven of these complaints were upheld, and one is still in progress. In each case, NZQA sent a formal letter to the organisation requesting that non-compliance be addressed and remedied, notified the complainant of the outcome and followed up as required.

Of the seven PTEs that had complaints against them upheld, six are still registered and operating. One has since voluntarily cancelled their registration. NZQA has not found any evidence that its leaders own any other PTEs.

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 will be publishing its response to your request on its website in December 2019. Your name and contact details will be removed before publication.

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

redacted s9(2)(a)

If you are dissatisfied with our response, you have the right, under section 28(3) of the Act, to lodge a complaint with the Office of the Ombudsmen, PO Box 10152, Wellington.

Yours sincerely

A handwritten signature in blue ink, appearing to be 'K. Poutasi', with a long horizontal stroke extending to the right.

Karen Poutasi (Dr)
Chief Executive