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NEW ZEALAND ACADEMIC & LEARNING INSTITUTE

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## ANNUAL COMPLAINTS REPORT TO MANAGEMENT 2024

**Last reviewed 18 September 2024**

**Definition: A complaint is “an expression of dissatisfaction made by [someone], or by a person engaged by [someone], relating to our teaching/training service, where a response or resolution is explicitly or implicitly expected. A complaint includes a complaint about a failure to provide a service”.**

**The number and nature of complaints made and their outcomes (at an aggregate level and, as far as practicable, disaggregated by diverse learner groups)**

None.

**Learner experience with the complaints process and the outcomes of any complaints**

n/a (no complaints received)

**Improvements necessary**

None.

**Action plan to implement these improvements**

n/a