NEW ZEALAND ACADEMIC & LEARNING INSTITUTE

ANNUAL COMPLAINTS REPORT TO MANAGEMENT 2026

Last reviewed 23 August 2026

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