



COMPLAINTS REPORT 2024-25

Previous Complaints Reports have noted that no formal complaints had been received, however this year AGI Education did receive a formal complaint.

In addressing this complaint we followed our designated processes, investigated the issues raised thoroughly, with interviews of all parties concerned, in a process informed by the principles of natural justice. The CEO responded in writing to each of the points raised, finding some to be relevant and identifying action that would be taken to address these, and other issues unproven due to lacking or conflicting evidence.

The learner involved then referred the matter to NZQA for their review. The NZQA response found that AGI had followed sound processes in our response to this matter and that no Code issues were raised by our process or its implementation.

Such a finding gives us further confidence that our complaints process is fit for purpose and meets our Code requirements.

