

Complaints and Annual Notification Report Register

We define a complain to be an expression of dissatisfaction or concern raised by ākonga/learner, staff member or other stakeholder about an aspect of Yoobee Colleges, its programmes, services, or policies.

Yoobee Colleges is transparent about how we respond to ākonga/learner's complaints and use data to make effective improvements to our learner wellbeing and safety practices. Yoobee Colleges Ltd publishes an annual report of complaints received and the outcomes of our investigations.

Annual Complaints Review 2022

Reference	Date received	Raised by	Summary	Status	Outcome
Academic issues	01-03-22	Learner	Dissatisfied with programme support, learning platform, and programme delivery	Closed	Resolved
Health and wellbeing	20-04-22	Learner	Dissatisfied with support provided to accommodate personal issues	Closed	Resolved
Academic issues	05-05-22	Learner	Dissatisfied with programme quality and learner experience during lockdown	Closed	Resolved
Academic issues	23-05-22	Class of learners	Dissatisfied with programme support, learning material, and learning platform	Closed	Resolved
Academic issues	28-05-22	Learner	Dissatisfied with tutor support and communication	Closed	Response provided
Facilities and campus environment	30-05-22	Class of learners	Availability of classroom space	Closed	Resolved
Technology and IT support	04-06-22	Learner	Dissatisfied with learning platform and learning material	Closed	Response provided
Health and wellbeing	06-07-22	Learner	Request for full fee refund due to self-withdrawal	Closed	Closed
Academic issues	29-07-22	Learner	Dissatisfied with learning experience during lockdown	Closed	Resolved
Academic issues	24-08-22	Learner	Dissatisfied with programme support, learning material, and learning platform	Closed	Response provided
Academic issues	10-10-22	Class of learners	Dissatisfied with tutor delivery	Closed	Resolved
Technology and IT support	23-11-22	4x learners	Dissatisfied with programme support, learning platform, programme content, and assessment structure	Closed	Closed

Critical incident Annual Notification Report Register

We define a critical incident to be an event outside of the normal experience that poses an actual or perceived threat of damage to property, natural disaster or injury, illness, or exposure to death of a person or people.

- In 2022 we have no critical incident reported