

Complaints and Critical Incidents Register

1 January 2022 - 31 January 2023

Reference	Date sent	Received	Raised by	Theme	Status	Outcome
22/001	31/12/2021	16/01/2022	Student	Written complaints about various academic requirements, attendance requirements, staff, et cetera	Closed	Abandonment of programme decision upheld
						Arbitration ruled in favour of school on 22/11/2022
						NZQA declined to investigate further around 16/01/2023

This register currently only contains what we define as formal (written) complaints.

To learn more about our definitions of "complaint" and "critical incidents" are, please see our policies and procedures on our Web site at:

<https://www.nasa.co.nz/info/code-of-practice/>

To learn more about the Feedback and Complaints Procedures at The National School of Aesthetics, please see our policies and procedures on our Web site at:

<https://www.nasa.co.nz/complaints/>