

### WDL Annual Summary of Student Complaints October 2022 – October 2023

During the above one-year period, WDL received 2 student complaints.

<b>Nature of complaint</b>	<b>Outcome</b>	<b>Learner Response</b>
Privacy issue regarding information accidentally sent to a learner by a staff member.	Human error was established as the cause. The relevant staff member was coached and trained to prevent a re-occurrence.	Learner was informed of the outcome and expressed satisfaction.
Allegation of plagiarism from a learner about another learner.	Academic Board Chair and HoD conducted a detailed investigation and found substantial evidence to disprove this claim.	This response is confidential to protect the privacy of all parties.

### WDL Annual Summary of Critical Incidents October 2022 – October 2023

There were no critical incidents at Workforce Development Ltd in the one-year period.

Our Napier Campus was damaged during the floods of February 2023, but there were no resultant injuries.