The National School of Aesthetics

Complaints and Critical Incidents Register

1 January 2024 - 31 January 2025

Redacted version for Web site

Reference	Date sent	Received	Raised by	Theme	Status	Outcome
24/001	30/11/2024	2/12/2024	Adult student's father	Alleged breach of Code where student did not achieve qualification	Resolved	Pathway for student to resit failed courses to pass the programme and gain the qualification was supplied. Student did not undertake.
						Advice from NZQA sought. NZQA stated NaSA practice aligned with expectations from providers under Code.
						NZQA acknowledged feedback in complaint was listened to and acted upon.
						Student advised of further ways to dispute (but would have to do this herself). Student took no further action.