

Our Ref: OIA 23-103

11 July 2023

██████████  
██

Tēnā koe, ██████████

**Re: Official Information Act 1982 request - Complaints made to ERO about schools**

I refer to your email dated 14 June 2023 to the Education Review Office requesting information under the Official Information Act 1982 as follows:

*The average (including mean, modern median and range) of complaints made to ERO about schools in New Zealand each year for the last ten years.*

In relation to your request, if ERO receives any complaint(s) about a school, it keeps a copy of the complaint in the relevant school file to ensure during the next review of the school that it has appropriate policies and procedures to manage complaints.

If it is a serious complaint that requires involvement by the NZ Police, Oranga Tamariki, the Teaching Council and the Ministry of Education, ERO will refer the complaint to these agencies.

ERO does not hold the information in the specific form that you have requested, and it would require substantial research or collation to identify the relevant school files. In addition, please note all information in school files are managed by ERO in accordance with the Retention and Disposal of Records policy consistent with the Public Records Act 2005, and Archives New Zealand standards and guidance. Under the Retention and Disposal of Records policy all information in the school files older than 2 years, other than the confirmed report, is destroyed.

In accordance with sections 18 (e) and (f) of the OIA, I am refusing your request as some of the information may not exist and it would also require substantial research or collation. As a small agency with few resources this would have a significant impact on ERO's ability to carry out its other operations.

You have a right to seek an investigation and review by the Ombudsman of my decision. Information about how to make a complaint is available at [www.ombudsman.parliament.nz](http://www.ombudsman.parliament.nz) or freephone 0800 802 602.

Ngā mihi

A handwritten signature in blue ink that reads "Booyser". The signature is written in a cursive style with a horizontal line above the letters.

Shelley Booyser  
Director Schools  
Education Review Office | Te Tari Arotake Mātauranga  
National Office | Tari Matua