



Susan Bates
fyi-request-10236-c2dc7488@requests.fyi.org.nz

Dear Susan

Thank you for your email to the Ministry of Education on 2 May 2019 requesting the following information:

Are you able to tell me how many complaints have been lodged with the Ministry about Discoveries centres (there are 11 of them at least) each year from 2012 to 2018?

We subsequently sought clarification from you as to what you meant by "Discoveries centres". You confirmed by email on 28 May 2019 that you meant "Discoveries Educare" centres.

Your request has been considered under the Official Information Act 1982 (the Act).

I am releasing to you the table below, which contains the number of complaints about centres with the name "Discoveries Educare" received by the Ministry of Education. This does not include complaints about centres that contain the name "Discoveries" but not "Educare". The numbers have been broken down by year from 2012 to 2018.

Year	Number of complaints
2018	14
2017	12
2016	1
2015	1
2014	2
2013	4
2012	0
Grand Total	34

Thank you again for your email. You have the right to ask an Ombudsman to review this decision. You can do this by writing to info@ombudsman.parliament.nz or Office of the Ombudsman, PO Box 10152, Wellington 6143.

Yours sincerely



Katrina Casey
Deputy Secretary
Sector Enablement and Support

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