

If you have a complaint concerning your training organisation, contact that organisation in the first instance.

If you are unable to resolve your complaint with the training organisation then you should make contact with the relevant authority listed below.

Australian Capital Territory The Program Manager Tertiary Accreditation and Registration Level 5, 40 Allara St Canberra ACT 2601 Ph: (02) 6205 7044 Web: www.arc.act.gov.au	South Australia Training Advocate Ground Floor West 31 Flinders Street, Adelaide GPO Box 1152 Adelaide SA 5001 Ph: 1800 006 488 Email: trainingadvocate@saugov.sa.gov.au
New South Wales NSW Vocational Education & Training Accreditation Board Level 14, 1 Oxford Street, Darlinghurst Locked Bag 21 Darlinghurst NSW 1300 Ph: (02) 9244 5335 Fax: (02) 9244 5344	Tasmania Office of Post-Compulsory Education and Training GPO Box 169 Hobart TAS 7001 Ph: 1800 655 846
Northern Territory Department of Employment, Education and Training Employment and Training Division Quality and Regulatory Unit GPO Box 4821 Darwin NT 0801 Ph: (08) 8901 1340 Fax: (08) 8901 1326	Victoria Office of Training and Tertiary Education Higher Education and Regulation Division GPO Box 266D Melbourne VIC 3001 Ph: (03) 9637 2333 Fax: (03) 9637 2470 Email: otte@edumail.vic.gov.au
Queensland Department of Employment and Training Training Division Registration Services LMB 527 GPO Brisbane QLD 4001 Ph: (07) 3247 5292, (07) 3247 4852 or 1800 600 039	Western Australia Department of Education and Training Corporate Communications and Marketing Branch Customer Service Officer Level 2 / 151 Royal Street East Perth WA 6004 Ph: (08) 9264 4111
Australian National Training Authority Level 11, AMP Place 10 Eagle Street Brisbane QLD 4000 Ph: (07) 3246 2300 Fax: (07) 3246 2490 Web: www.anta.gov.au	Australian Government Department of Education, Science and Training National Training Complaints Hotline DEST Location Code 733 GPO Box 9880 Canberra ACT 2601 Ph: 1800 000 674 Email: nationalcomplaintshotline@dest.gov.au

National Complaints Code

National Code of Good Practice for Responding
to Complaints about Vocational Education and
Training Quality



Australian Government

Department of Education, Science and Training

National Code of Good Practice for Responding to Complaints about Vocational Education and Training Quality

State/Territory Training Authorities, the Australian National Training Authority and the Australian Government seek to:

- listen to the views of vocational education and training (VET) consumers;
- address any concerns VET consumers may have; and
- constantly improve the quality of VET products, services and policies.

To help achieve these aims, State/Territory Training Authorities, the Australian National Training Authority and the Australian Government have made a commitment to meet the following complaints handling principles and service standards within their own organisations and to champion them throughout the VET system. Complaints include any expression of dissatisfaction with the quality of VET products, services and policies.

The *National Complaints Code* has been endorsed by the Australian Government, State and Territory Ministers with responsibility for VET.

VET consumers who have grievances with their training organisation are to lodge their complaint directly with that organisation in the first instance. Registered Training Organisations are required under the Australian Quality Training Framework standards to have policies and procedures in place for dealing with customer complaints in a constructive and timely manner, including appeals procedures. For overseas students studying VET in Australia, the provisions of the *Education Services for Overseas Students (ESOS) Act* and related State/Territory legislation apply.

Fair

The rights of VET consumers are recognised, including the right to be heard and the right to an impartial decision. The complaints process will be free of charge. Privacy will be maintained and anonymity where requested. VET consumers will not be discriminated against as a result of making a complaint.

Complaints will be considered in a transparent, equitable, objective and unbiased manner. The complaints handling process will reflect the principles of natural justice and procedural fairness.

Complainants have the right to appeal and will be advised of further avenues of review, including review by the relevant Ombudsman, Commissioner, Council or Review Tribunal.

Accessible

The complaints handling process will be readily accessible to VET consumers. A variety of methods for lodging a complaint will be offered, including by telephone, electronically and in writing. Some types of complaints may need to be lodged in writing for legal or other reasons and this will be explained to the VET consumer.

The complaints handling process will cater for VET consumers with special needs, such as consumers with limited English language or literacy skills and those with a disability.

Friends, family and organisations may assist a VET consumer to make a complaint and may complain on behalf of a VET consumer.

Visible

The processes for lodging, handling and responding to complaints will be well publicised to staff, VET consumers and VET

providers. The processes will be publicised through a variety of methods, which may include posters, brochures, customer service charters and websites. The complaints processes will be explained to each complainant.

Comprehensive

All genuine complaints will be taken seriously. The relevant circumstances and information surrounding a complaint will be investigated to the level warranted by the severity of the complaint. Where anonymity has been requested, the need to protect the complainant's identity may impact on the level of the investigation. Legislative requirements, the amount of time that has elapsed before a complaint is lodged and the level of detail provided in complaints lodged anonymously or by third parties may also impact on the complaints handling process.

The complaints handling process will be sufficiently resourced and underpinned by internal procedures that reflect good practice service standards and principles. This will include procedures for handling complaints alleging official misconduct by departmental officers, fraud or the misappropriation of government funding.

Where a complaint falls outside the scope of the Training Authority or the Australian Government department, the VET consumer will be referred to the most appropriate, alternative avenue for resolving their complaint. Linkages will be maintained between organisations to smooth the referral process and to aid the consideration of complaints that raise cross-jurisdictional issues, including complaints about VET providers that operate in more than one State/Territory.

Responsive

The complaints handling process will be responsive and target timeframes for handling complaints will be established and monitored. The target timeframes will include acknowledging all genuine complaints within two weeks of receipt.

Responses will be specific and personalised. The complainant will be informed of any decisions that are taken in response to their complaint, including the reasons for those decisions. Fair and reasonable remedies will be offered where appropriate.

Accountable

There will be appropriate monitoring and reporting of complaints received, actions taken and the operation of the complaints handling process. The complaints handling process will be reviewed regularly.

Constructive

Preventative and corrective action will be taken to eliminate the root causes of complaints and to improve the quality of VET products, services and policies.

Findings will be shared across jurisdictions and used to inform the various State, Territory and National VET agendas.

More information

- Talk to your local training organisation;
- visit www.training.com.au; or
- contact the relevant State/Territory Training Authority, the Australian National Training Authority or the Australian Government Department of Education, Science and Training National Training Complaints Hotline on 1800 000 674.