

Complaints Form

Industry/Employer/Other Stakeholder

You can type directly into this form, save and email back to tacomplaints@des.wa.gov.au.

SECTION 1 - MY DETAILS

My name is: _____
 Organisation: (optional) _____
 My contact details are: _____
 Postal Address: _____
 Email: _____
 Phone number: _____

I am a:

- | | |
|--|---|
| <input type="checkbox"/> Employer | <input type="checkbox"/> Client/customer |
| <input type="checkbox"/> Industry representative | <input type="checkbox"/> Current staff member |
| <input type="checkbox"/> Industry regulator | <input type="checkbox"/> Former staff member |
| <input type="checkbox"/> Other | |

SECTION 2 - REGISTERED TRAINING ORGANISATION DETAILS

My complaint is against the below training organisation(s)

I have checked www.training.gov.au and the organisation is registered with TAC Yes No

Organisations registered with the Australian Skills Quality Authority (ASQA) will need to go through the ASQA complaints processes available at www.asqa.gov.au.

I have attempted to resolve the complaint with the training organisation Yes No

Depending on the matter raised, TAC may not be able to investigate your complaint unless we can see evidence that you have attempted to resolve the issue through the provider's complaints and appeals process. There are circumstances where this will not be applicable or appropriate.

If **No**, I have not done this because:

If **Yes**, I have (tick any that apply)

- | | |
|---|--|
| <input type="checkbox"/> Spoken to the trainer/assessor | <input type="checkbox"/> Spoken to a senior person in the organisation (eg principal, director, CEO, head of department) |
| <input type="checkbox"/> Had a formal meeting with the organisation to discuss the issues | <input type="checkbox"/> Lodged a complaint by contacting the organisation's student services area |
| <input type="checkbox"/> Written a letter/email to the organisation raising the complaint | <input type="checkbox"/> Made a formal complaint using the organisation's complaints and appeals process |
| <input type="checkbox"/> Other | |

What happened when I made my complaint:

(provide details including names, dates, outcomes of the meeting/discussion and state what the organisation has done in response to your complaint)

SECTION 3 – COMPLAINT DETAILS

The course/qualification(s) I have concern(s) with is:

My complaint is about: *(you can select one or more boxes)*

- | | |
|---|---|
| <input type="checkbox"/> The quality of the education/training | <input type="checkbox"/> The facilities or resources of the organisation |
| <input type="checkbox"/> The qualifications of a trainer/assessor | <input type="checkbox"/> The organisation's complaints and appeals process |
| <input type="checkbox"/> Assessment (including Recognition of Prior Learning) | <input type="checkbox"/> The organisation not giving me a certificate or results |
| <input type="checkbox"/> Errors on my certificate or Statement of Attainment | <input type="checkbox"/> The organisation's marketing materials, advertising or website |
| <input type="checkbox"/> The organisation not recognising my prior qualifications | <input type="checkbox"/> The organisation not letting me transfer to another provider |
| <input type="checkbox"/> The organisation's record keeping | <input type="checkbox"/> An accreditation or registration issue |
| <input type="checkbox"/> Other | |

TAC can only investigate complaints which fall within the Standards for Registered Training Organisations (RTOs) 2015. Your complaint will be reviewed and you will be advised whether it falls within TAC's jurisdiction or not.

More details about my complaint

Please include as much information and details as possible

If you have printed out this form and need more space, please attach another page as required

This issue has affected me because....

[Optional]

Outcomes sought from making the complaint with TAC

As a result of making this complaint, I want....

(state what you would like to happen as a result of making the complaint)

[Optional]

SECTION 4 – OTHER AGENCIES, DEPARTMENTS OR ACTIONS

I have complained to another Agency/Department or taken any other action in relation to this complaint
(E.g. the Ombudsman, Consumer Protection)

Yes No

If Yes, please provide details including the outcome

SECTION 5 – SUPPORTING DOCUMENTATION

I have attached supporting documentation or other evidence to submit with my complaint
(for example letter or emails between you and the organisation, student handbooks, records of meetings, marketing materials, enrolment form – as much supporting evidence as possible)

I do not have supporting documentation (Note: this may impact on the complaint investigation)

SECTION 6 – PRIVACY AND CONFIDENTIALITY

All complaints will be treated confidentially and the privacy of the complainant will be maintained where requested, however, it is important to note that TAC or the secretariat may not be able to preserve the anonymity of a complainant if a complaint is investigated. It is sometimes impossible to guarantee that a VET customer will not be identified, particularly if the circumstances of their complaint are unique or well known within the RTO.

It is important to note that in attempting to maintain privacy and confidentiality the ability of the investigation to address the issues raised in the complaint may be restricted and/or limited. As such the provision of more detailed and specific information will enable a more focused investigation of the complaint

I consent to the release of my details to assist in the investigation of the complaint

Yes No

Note that the Training Accreditation Council role is that of a regulator rather than a mediator/arbitrator and resolution of a complaint is subject to the RTO's compliance with the *Standards for Registered Training Organisations (RTOs) 2015*. As a result of TAC's limited jurisdiction, a complaint may not always be resolved to the satisfaction of all parties.

Please send this form and supporting information to:

TAC Complaints Officer
Training Accreditation Council Secretariat

PO Box 1766
Osborne Park WA 6916

Level 9, 20 Walters Drive
Osborne Park WA 6017

Or email to tacomplaints@des.wa.gov.au

Include appropriate reference in the subject line and attach all evidence

For enquiries or assistance please call the TAC Secretariat on (08) 9441 1910.