

TAC Complaints Handling Information Sheet for Registered Training Organisations

What happens if a complaint is lodged against my Registered Training Organisation (RTO)?

The first phase of the complaint handling process is for the Case Manager to conduct a preliminary review of the complaint to ascertain if the complaint relates to the *Standards for Registered Training Organisations (RTOs) 2015*.

If a complaint is lodged against your RTO you will be contacted by the Complaints Officer from the Training Accreditation Council (TAC) Secretariat, who will be your contact for all matters relating to the complaint.

What happens if the complaint is within the scope of the *Standards for RTOs*?

If the complaint is found to relate to the *Standards for RTOs*, the Complaints Officer may contact you to gather more information and discuss the matter further.

As part of the preliminary review of the complaint you may be invited to provide additional information or clarification in relation to the matters raised. This enables TAC to determine if there are grounds for the complaint to be formalised, if it can be resolved informally, or if the complaint is unable to be verified.

Where the complaint issues may result in the possibility of injury or death of learners or the public, and there is clear and sufficient evidence to substantiate the claim, the matter may be referred directly for audit.

You will be kept informed of the progress of the complaint, and if you have any questions you can contact the Complaints Officer for further information.

If there are grounds for the complaint and the matter need to be investigated further, you will be advised of the next step in the investigation process.

If no grounds for the complaint are found, you will receive notification that the complaint has been closed and no further action will be taken.

Will I be told who the complainant is?

The identity of the complainant may not be disclosed to you if they have requested to remain anonymous and there will be no impact on addressing the issues by remaining anonymous.

If you have any questions about the complaints handling process please contact the TAC on (08) 9441 1910 or tacomplaints@des.wa.gov.au.