



**Quality Directorate**

Level 4  
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Adelaide SA 5000

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Adelaide SA 5001

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Tel 08 8226 3065  
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## **Raising a complaint with Quality Directorate**

The Quality Directorate is responsible for investigating complaints about the services of Registered Training Organisation (RTOs) in South Australia.

If you are a client (e.g. student or employer) of an RTO, you should try to resolve your complaint with the organisation directly if possible. Access the organisation's formal complaints or appeal process (unless you fear harassment or victimisation as a result of lodging a complaint with the RTO).

If you do not have any relationship with the organisation (for example, you are another RTO), or if, as the client, you are still not satisfied with the handling or outcome of your complaint, you may decide to make a formal complaint in writing. You should address correspondence to **Ms Ann Doolette, Director Quality, GPO Box 320, ADELAIDE SA 5000** or email her at [Doolette.ann@saugov.sa.gov.au](mailto:Doolette.ann@saugov.sa.gov.au)

Clearly detail the various aspects of your complaint and the outcome(s) you would like to be achieved. Also, please provide any details and/or evidence to support your complaint (see list in attachment)

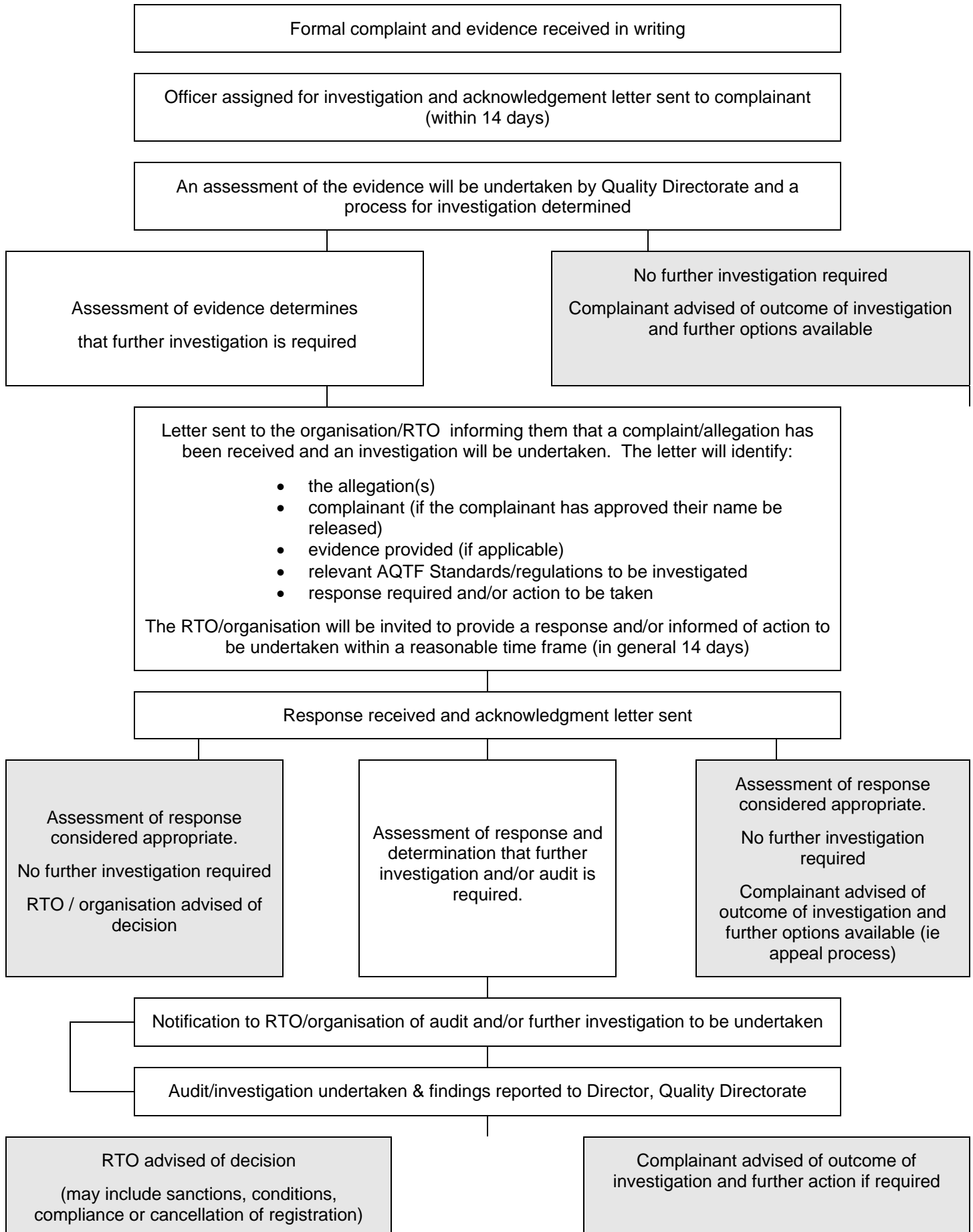
You have the right to remain anonymous throughout the investigation process. However, this may limit the extent to which an investigation can proceed or if the desired outcome can be achieved (e.g. access to student records would be difficult without releasing names). **Please advise us in your letter if you are willing to have your name released as part of the investigation.**

If you have any special needs (ie limited English, literacy skills or a disability) these will be taken into account and relevant support provided to ensure your needs are catered for through the investigation process. Please let us know if this is the case.

Further information regarding the Directorate's authority and the process for complaint investigation is attached (see attachment A). Please read this information carefully. Please be assured that all complaints are treated seriously and will be appropriately investigated.

If you have any further questions please contact Quality Directorate on 8226 3065.

**Quality Directorate Complaints Process** –Complaints will be handled in the following manner.



### **Authority to deal with complaints**

Complaints are investigated by Quality Directorate with authority, and in accordance with, one or all of the following legislative and regulatory requirements;

- The Training and Skills Development Act, 2003
- Australian Quality Training Framework (AQTF) Standards for Registered Training Organisations (RTOs)
- Australian Quality Training Framework (AQTF) Standards for State and Territory Registering/Course Accrediting Bodies
- Education Services for Overseas Students (ESOS) Act, 2000 and;

Quality Directorate policies and procedures have been developed according to the *National Code of Good Practice for Responding to Complaints about Vocational Education and Training (VET) Quality*. The Code can be downloaded from [www.dest.gov.au/train/ncc.pdf](http://www.dest.gov.au/train/ncc.pdf)

### **RTOs registered with another State/Territory**

RTOs are only required to register in one State or Territory and are able to deliver throughout Australia under national recognition. For complete details regarding RTOs you can visit the National Training Information Service (NTIS) website at [www.ntis.gov.au](http://www.ntis.gov.au)

If your complaint concerns an RTO registered with another state or territory, we will refer your complaint to State Training Authority in that state and we will work collaboratively with them if necessary to resolve your complaint.

### **Complaints outside the authority of the AQTF Standards or the Training and Skills Development Act, 2003**

The Department has no authority to investigate training organisations that are not approved or associated with Registered Training Organisations (RTOs). Depending on the nature of your complaint, these may be referred to other organisations.

### **Other relevant organisations**

For questions or concerns about the vocational education and training system in South Australia.

- Office of The Training Advocate  
Freecall 1800 006 488  
Ground floor, Education Centre, 31 Flinders Street, Adelaide

For information about Trainee & Employer rights and responsibilities under a Contract of Training.

- Traineeship & Apprenticeship Services (TAS)  
phone 1800 673 097 (New Apprenticeship complaints)  
phone 8226 3165 (User Choice Funding complaints)  
Level 3, 11-29 Waymouth Street, Adelaide

For information and advice about consumer rights and protection (including refunds or reimbursements)

- Office of Consumer and Business Affairs (OCBA)  
phone (08) 8204 9777  
Chesser House, 91-97 Grenfell Street, Adelaide  
Website: [www.obca.sa.gov.au](http://www.obca.sa.gov.au)

For information and advice about Equal Opportunity in South Australia

- South Australian Equal Opportunity Commission  
phone: (08) 8207 1977  
Freecall: 1800 188 163  
GPO Box 464, Adelaide SA 5001  
Website: [www.eoc.sa.gov.au](http://www.eoc.sa.gov.au)

### **Evidence you can provide**

Please provide clear information and attach copies of anything that will support your allegations regarding the complaint. The types of evidence you can provide could include but is not limited to:

- Copies of correspondence you have had with the training organisation
- Details of meetings, interviews with staff of the training organisation
- Publicity or marketing material
- Client information (including brochures, pamphlets, enrolment documents)
- Names of staff or students involved in the complaint
- Copies of assessment or assignments
- Website information
- Copies of parchments

### **Confidentiality**

The investigation and findings from audits of RTOs are confidential.

Issues that may affect the complaints investigation process are:

- Legislation and/or regulatory requirements
- Time lapsed since the grievance occurred and complaint was lodged
- Detail and accuracy of information regarding the allegation(s) provided
- Your wish to remain unidentified. **Please advise us in your letter if you are willing to have your name released as part of the investigation.**