

Complaint about a training organisation operating under ASQA's jurisdiction

ASQA's authority to investigate

The Australian Skills Quality Authority (ASQA) has the authority to investigate formal complaints that allege training organisations are breaching, or have breached, the [National Vocational Education and Training Regulator Act 2011](#) (the Act) and/or its associated [legislative instruments](#).

ASQA may investigate complaints alleging that:

- an organisation is marketing the delivery and/or issuance of nationally recognised training outcomes where the organisation is either not a registered training organisation (RTO), or is an ASQA RTO but is not registered to deliver the specified training outcome, or
- an ASQA RTO is delivering or has delivered, training, assessment, support and/or administrative services in breach of the Act, the *Standards for NVR registered training organisations 2011* and/or the requirements of a Training Package or accredited course.

Complaints about matters not categorised above may be outside the authority of ASQA to investigate. Such complaints should be taken up with the relevant government agency or industry body.

If the national register (training.gov.au) lists that an RTO's registration is managed by a registering body other than ASQA, ASQA will not be able to investigate your complaint.

Using this form

It is not ASQA's role to arbitrate between aggrieved parties. ASQA receives and investigates complaints in order to manage the risk of training providers not complying with their legislative obligations.

ASQA may receive complaints from current or past students (excluding students on overseas student visas), training provider staff or contractors, other training providers, industry or government representatives, or the general public.

Complainants are required to provide evidence to support an allegation that a training provider is breaching or has breached regulatory requirements.

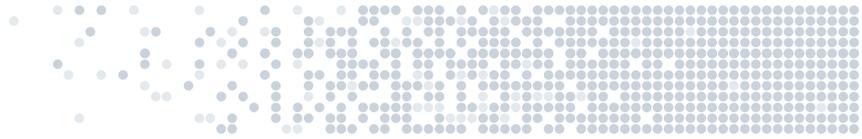
Complaints about more than one training provider must be submitted on separate forms.

Conditions

All student complainants

If you are a student, or representing a student, you **must first seek** to have your complaint investigated through your training provider's **internal complaints and appeals resolution processes**.

Only under exceptional circumstances, or after all opportunities to resolve the matter through a training provider's internal complaints process are exhausted, should you seek to have your complaint investigated by an external party (such as ASQA).



Overseas student complainants

Overseas students who are studying in Australia on a student visa must lodge their complaint with the relevant [Ombudsman](#).

Help with this form

For help with this form, please contact the ASQA Complaints Team by email at complaintsteam@asqa.gov.au.

If you need additional space, please attach extra pages clearly labelled with the number to which the information relates.

Section 1: Lodging your complaint

Please note: Complainants must provide their name and contact details to ASQA. ASQA will not investigate a complaint from anyone whose identity it is not able to verify.

If you wish to remain anonymous from the training provider that is the subject of your complaint, ASQA will not disclose your personal details and will make all reasonable attempts to investigate the complaint without your identity being revealed. Please be aware that this may restrict ASQA's investigation into, or resolution of, your complaint.

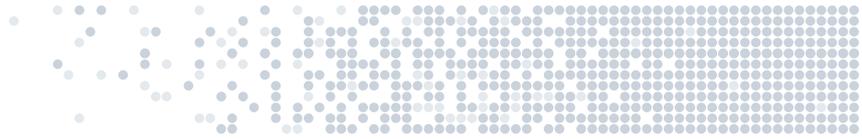
1.1 I permit ASQA to disclose my identification (and the identification of the organisation I represent, if relevant) to:

- the training organisation that is the subject of my complaint
- other organisations, including other government agencies or people that ASQA may need to contact in the investigation of my complaint.

Section 2: My details

2.1 Please complete all fields:

Title		Family name		Given name	
Email					
Phone			Mobile		
Postal address					



Section 3: My complaint

3.1 Please indicate the substance of your complaint. You may select more than one category.

Marketing undertaken by the organisation	<input type="checkbox"/>	Facilities, equipment or premises	<input type="checkbox"/>
Student information provided by the organisation	<input type="checkbox"/>	Record keeping	<input type="checkbox"/>
Training delivery, resources or materials	<input type="checkbox"/>	Issuance of certificates	<input type="checkbox"/>
Trainers and/or staff of RTO	<input type="checkbox"/>	Changes to training programs or schedules	<input type="checkbox"/>
Assessment methods or processes, including RPL	<input type="checkbox"/>	Transfer, withdrawal or deferral of enrolment	<input type="checkbox"/>
Fees imposed that were not previously disclosed	<input type="checkbox"/>	Fraud or criminal activity	<input type="checkbox"/>
Refunds not granted in accordance with agreed terms	<input type="checkbox"/>	Other (please identify below)	<input type="checkbox"/>

3.2 Is the complaint about an organisation listed on the [national register](#)?

Yes—go to question 3.3

No—go to question 3.9

3.3 Please provide details of the organisation.

Legal name:	
RTO ID number:	
Head office address:	

3.4 Does this complaint relate to a particular course or qualification?

Yes—go to question 3.5

No—go to question 3.6

3.5 Please provide details of the course or qualification?

Course/qualification code (if known)	
Course/qualification name	
Delivery venue/site	
If a student, when did you start your course/qualification?	

3.6 If you are a student, have you contacted the training provider about this complaint?

[If you are not a student, go to question 3.9.]

Yes—go to question 3.7

No—go to question 3.8



3.7 Please provide the details of your interaction with the training provider.

Date of your written complaint to the organisation	
Name of person who dealt with your complaint	
Date of response from the organisation	
What did the organisation offer to do?	
Has the organisation informed you that it now considers the matter closed?	



Please attach a copy of your written complaint and the response you received. You will also need to label these documents and list them in Section 5.

3.8 If you did not contact the training provider about this complaint, please provide your reasons for not contacting the organisation.

3.9 Please provide details of the organisation.

Name of organisation:	
Address (if known):	

3.10 What is your relationship to the organisation?

Current student (or parent/guardian)	<input type="checkbox"/>	State training authority representative	<input type="checkbox"/>
Former student (or parent/guardian)	<input type="checkbox"/>	Other educational institution representative	<input type="checkbox"/>
Employee	<input type="checkbox"/>	Government licensing authority representative	<input type="checkbox"/>
Other training provider	<input type="checkbox"/>	Other (please identify below)	<input type="checkbox"/>
Industry stakeholder	<input type="checkbox"/>		

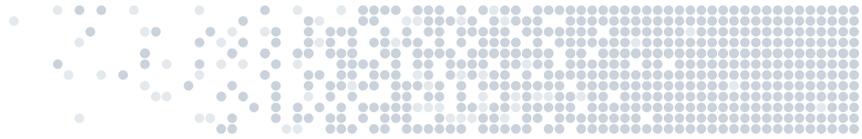
3.11 Have you taken this complaint to another agency or organisation?

Yes—provide details below No—go to question 3.12

Please provide the full name of the agency or organisation and include the dates and the outcome.



Please attach any relevant evidence of correspondence with other agencies or organisations.



3.12 Provide a brief outline of your complaint. Wherever possible, you should include relevant dates, people involved and venues.



Please label and attach any documents to which you refer. You will also need to list these documents in Section 5.

Section 4: Resolving my complaint

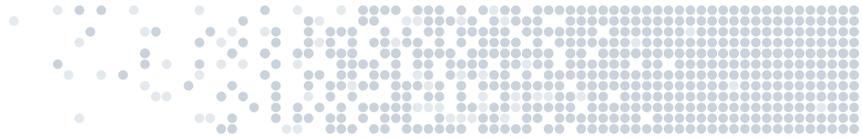
(Please note: Unless the outcome of the complaint directly affects you, ASQA will not inform you of the outcome of any investigation it undertakes.)

4.1 What outcome do you hope will be achieved by submitting this complaint?

Section 5: Evidence

5.1 Please list and describe all evidence attached to this form. You should number the evidence you have attached to correspond with this table.

Item No.	Description
A	<i>Example of inappropriate advertising</i>
1	
2	
3	
4	
5	
6	



Section 6: Declaration

6.1 If submitting this form by mail, please print the form and sign the following declaration and post to the address below.

I declare that the information provided by me is, to the best of my knowledge, true and correct. I acknowledge that ASQA may use the information provided by me to investigate this complaint, and where appropriate, may refer this information to another government agency or the organisation that I am complaining about in order to resolve this complaint.

I understand that this information may also be used for investigative and law enforcement purposes.

Signature:	
Print name:	
Date:	

Please mail your completed form to:

Complaints Team
Australian Skills Quality Authority
PO Box 9928
Sydney NSW 2001

6.2 If submitting this form by email, please check the box below to confirm you agree with the following statement and email your completed form to: complaintsteam@asqa.gov.au.

I declare that the information provided by me is, to the best of my knowledge, true and correct. I acknowledge that ASQA may use the information provided by me to investigate this complaint, and where appropriate, may refer this information to another government agency or the organisation that I am complaining about in order to resolve this complaint.

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