



NATIONAL TRAINING COMPLAINT FORM

The National Training Complaint Hotline is a referral service, that will refer your complaint to the most appropriate authority for further advice. Please note, the Hotline is unable to investigate complaints or advocate on your behalf.

Prior to lodging this form it is important you follow your training provider's formal complaints and appeals process.

Privacy Statement

Your personal information is protected by law, including under the *Privacy Act 1988* (Privacy Act). Your personal information collected through this form is collected by the Australian Government Department of Education, Skills and Employment for the purpose of assisting you with your complaint and identifying the most appropriate agencies to refer your complaint to in order for them to determine whether they are able to assist you further, and for the agency to consider the information provided in your complaint for compliance purposes in relation to the organisation/s you have made a complaint about.

Disclosure of your personal information

Your personal information may be disclosed to other agencies for the purpose of assisting with your complaint. These agencies include, but are not limited to:

- Australian Skills Quality Authority (ASQA)
- Victorian Registration and Qualifications Authority (VRQA)
- Training Accreditation Council of WA
- State/Territory Training Authorities
- Overseas Student Ombudsman
- Queensland Training Ombudsman
- VET Student Loans Ombudsman
- South Australian Training Advocate

Your personal information may also be disclosed to other parties where you have agreed, or where it is otherwise permitted under the Privacy Act. Your personal information is unlikely to be disclosed to overseas recipients.

If you do not provide your personal information, we are unable to refer your complaint to the relevant agencies.

Privacy policy

The department's Privacy Policy, including information about how to make a complaint and access to and correction of your personal information, can be found at www.dese.gov.au/privacy or by requesting a copy from the department at privacy@dese.gov.au.

To contact the department about your personal information email privacy@dese.gov.au.

Section 1: General information

Please acknowledge you have read and understood the privacy statement and policy above Yes

Do you agree to the disclosure of your personal information in accordance with this privacy notice to another agency for their consideration of your complaint? Yes No

Section 2: Your information

Full Name

Address State

Post Code Phone Number Email

Are you over 18? Yes No Are you an international student? Yes No

Section 3: Third Party details and consent confirmation

Are you lodging this complaint on behalf of someone else? Yes No (If no, please skip to [Section 4](#))

Name of the affected individual(s)?

What is their relationship to you

Is the individual under 18 years old? Yes No

Has the individual consented to the department collecting their personal information from you and to the department using and disclosing their personal information as set out in the privacy statement appearing on page 1 of this form? Yes No

If the individual has not provided their consent, do not include their personal information in this complaint.

Section 4: Training details

How do you pay the fees for your study/training? **(Mark all that apply)**

I am on a payment plan

I paid my fees upfront

I am receiving state subsidised training

I am in receipt of a VET Student Loan or have a VET-FEE-HELP Debt

I don't know

Details of training organisation

Full name of the training organisation

RTO code Organisation website

Course details

Name of the course or qualification you are studying

Training delivery location (if applicable)

When did you commence the course?

Section 5: Complaint overview

Please provide a brief explanation of the complaint:

Please email completed form to NTCH@dese.gov.au