

Complaints



National context

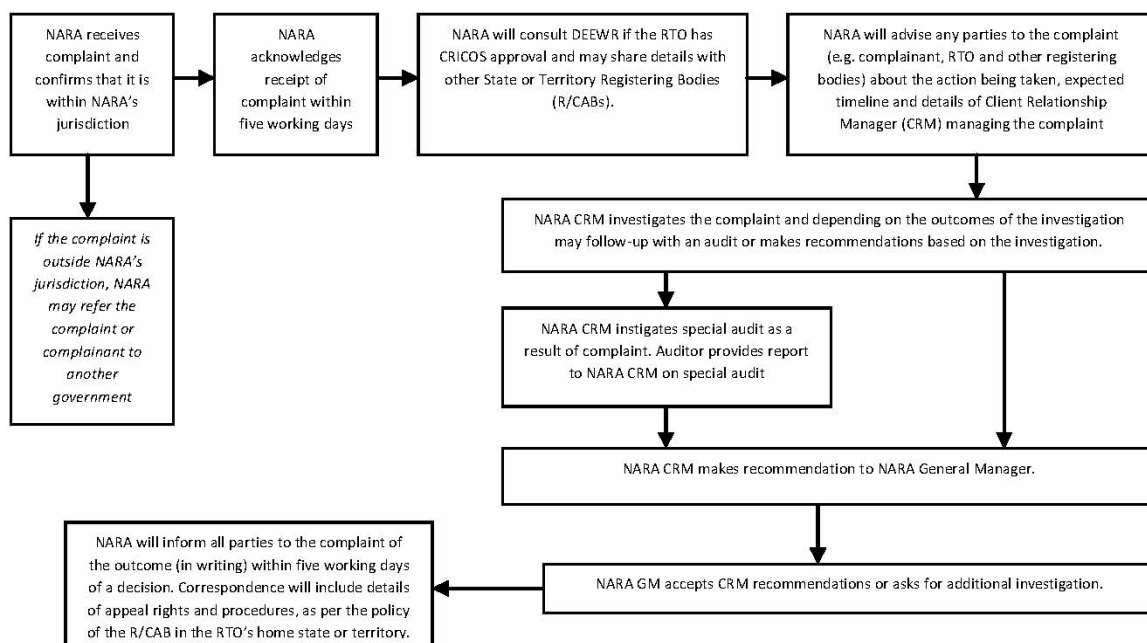
As a registering body operating under delegation from state and territory registering bodies, NARA is bound by the AQTF 2007 *National Guideline for Responding to Complaints about Vocational Education and Training Quality*. Complaints may be received from students, industry, licensing bodies or other stakeholders. The guideline sets out the approach state or territory registering bodies should take in responding to complaints about the training, assessment and other services provided by an RTO, and/or its own service and actions. The guideline states that registering bodies must seek to:

- listen to the views of VET consumers and stakeholders, including those acting on behalf of consumers
- address any concerns that consumers and stakeholders may have
- constantly improve the quality of VET products, services, outcomes and policies.

Click [here](http://www.training.com.au) to read the guideline on www.training.com.au

Complaints about RTOs

If you have a complaint about a NARA registered RTO, you must first seek to resolve your complaint with the RTO. All RTOs must have a complaints process in place. If you are not satisfied with the outcome of your complaint, or cannot lodge your complaint with the RTO, you can lodge a complaint with NARA by completing a complaint form. NARA will acknowledge receipt of your complaint within five (5) working days. NARA's complaint process involves the following steps:



Complaints



Complaints about NARA

If you have a complaint about NARA, it should be lodged with NARA in the first instance. We will acknowledge receipt of your complaint within five (5) working days and seek to resolve your complaint internally. Once NARA has concluded its review of your complaint, we will notify you in writing within five (5) working days. If you are not satisfied with NARA's response to your complaint you are able to formally appeal NARA's decision. NARA will provide you with specific written advice on the relevant appeals process applicable in your home State or Territory.

Appealing a NARA decision

General information on appeal processes in each jurisdiction is available below:

Australian Capital Territory - Accreditation and Registration

Council http://www.det.act.gov.au/vhe/accreditation_and_registration/arc

See the *Dispute Management Policy* under ARC policies

New South Wales - Vocational Education and Training Accreditation Board

(VETAB) <http://www.vetab.nsw.gov.au>

Information about appeals is contained in the *VET Act 2005*

at <http://www.legislation.nsw.gov.au/maintop/view/inforce/act+100+2005+pt.6-sec.47+0+n/>

Northern Territory -Department of Education and Training (DET)

<http://www.det.nt.gov.au/training>

Information about appeals is contained in the *Northern Territory Employment and Training Act 2004*

Queensland - Training and Employment Recognition Council

(TERC) http://www.trainandemploy.qld.gov.au/partners/registration_and_audit/registrations/appeals.html

South Australia -Training and Skills Commission

(TSC) <http://www.training.sa.gov.au/OVETorgs/pages/default/TandSDAct2008/>

Information about appeals is contained in the *Training and Skills Development Act 2008* (section 42)

Tasmania - Tasmanian Qualifications Authority (TQA)

<http://www.tqa.tas.gov.au/>

Appeals information is contained in the *Tasmanian Qualifications Authority Act 2003*.

Victoria - Victorian Qualifications and Registration Authority

(VRQA) http://www.vrqa.vic.gov.au/reg/registration_procedures/vet.htm

Western Australia - Training Accreditation Council (TAC)

<http://www.tac.wa.gov.au/>

If you have any questions about how NARA responds to complaints, send an email to nara@tvetaustralia.com.au