

Form

Complaint about ASQA

# About this form

This form is used to make a complaint about the Australian Skills Quality Authority (ASQA).

This form can be used by anyone—students, training organisation personnel, employers, parents, industry personnel, the community—who wishes to make a complaint about ASQA.

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

# Do not use this form:

## To lodge a complaint about a registered training organisation

**Do not use this form** to lodge a complaint about a registered training organisation (RTO).

Information about how to make a complaint about an RTO can be found at the ASQA making a complaint webpage.

Complaints about ASQA may include matters relating to:

* the handling of your application by ASQA
* information provided by ASQA, or
* the actions of ASQA employees.

## To request a review or reconsideration of an ASQA decision

**Do not use this form** if you are not satisfied with an ASQA regulatory decision.

If you are not satisfied with a decision, please note that there is a separate process available to RTOs. You may apply for reconsideration of a reviewable decision (under Section 200 of the National Vocational Education and Training Regulator Act 2011) or a review of a reviewable decision (under Section 203 of the National Vocational Education and Training Regulator Act 2011).

Use the forms available from the **‘Reassessment and reconsideration’** section of the [forms page of the ASQA website](https://www.asqa.gov.au/resources/forms).

# Section 1 — My details

Please note: You can remain anonymous, but this may limit the investigation of your complaint.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Title |       | Family name |       | Given name |       |
| Provider name and identification number (if any) |       |
| Email |       |
| Phone |       |  Mobile |       |
| Postal address |       |

# Section 2 — My complaint

2.1 Please tick the type of complaint you have. You can make more than one selection.

Please tick the type of complaint you have. You can make more than one selection.

|  |  |
| --- | --- |
| Application processing | [ ]  |
| Information provided by ASQA | [ ]  |
| Actions of ASQA staff/contractors | [ ]  |
| Other(Please specify)      | [ ]  |

### NoteDo not use this form if you are not satisfied with an ASQA regulatory decision.

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# Section 3 — Have you raised your complaint with any other agency?

3.1 Have you taken this complaint to another agency/organisation?

[ ]  Yes [ ]  No

If **YES**, please provide name of agency/organisation, include dates and the outcome.

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| --- |
|       |

# Section 4 — Resolving my complaint

4.1 Provide a brief outline of your complaint (you may attach additional documents if relevant). Wherever possible, you should include relevant dates, persons involved, venues and reference to documents.

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|       |

4.2 What would you like the outcome of this complaint to be?

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| --- |
|       |

# Section 5 — Use of my details

If submitting this form by post:

Complete and sign the following declaration:

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.

This information may also be used for investigative and law enforcement purposes.

|  |  |
| --- | --- |
| Signature: |  |
| Date: |       |

Please print this form and send to:

Governance and Policy Unit
Australian Skills Quality Authority
PO Box 9928
Melbourne Vic 3001

If submitting this form by email, please check the box below to confirm you agree with the following statement:

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

Email your completed form to: feedback@asqa.gov.au.