

How to make a complaint or appeal

You can lodge a complaint (about a service or experience) or an appeal (about a decision, usually an assessment decision) by contacting ERGT using any of the following methods:

- Speak with an ERGT team member while you are on site.
- Phone our office (contact details on our website).
- Email us or submit your concern through our online contact.

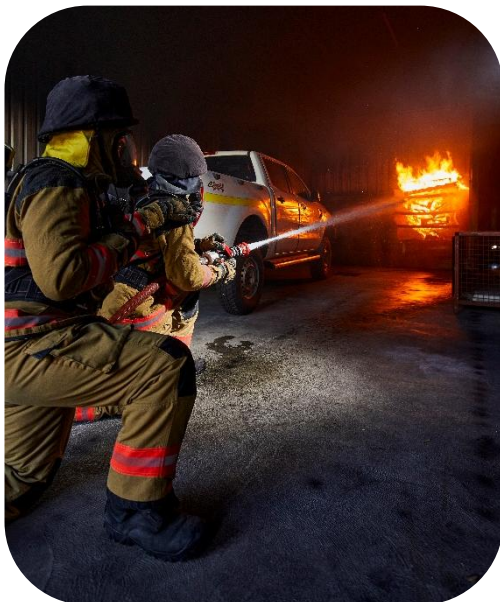
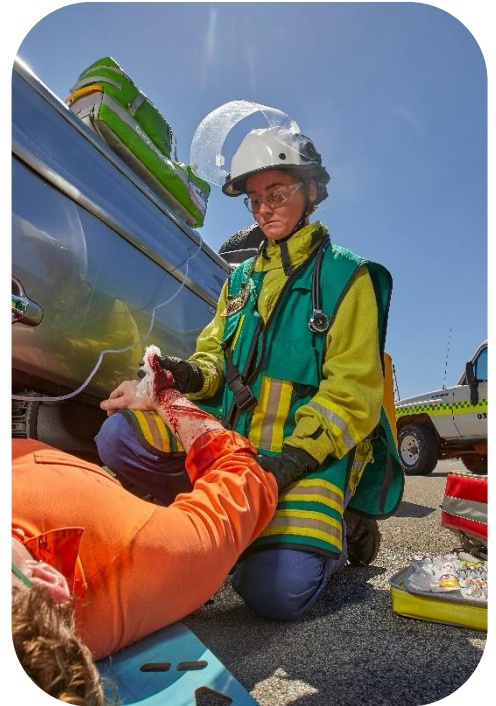
To help us respond, please tell us:

- Your name and contact details.
- The course or service you are referring to.
- What happened and when.
- Whether you are making a complaint or an appeal.
- Any outcome you are seeking.

When you make a complaint or appeal, ERGT will:

- Acknowledge it in writing within 3 business days.
- Start reviewing it within 5 business days.
- Aim to finalise it within 20 business days.
- Keep you updated if it takes longer.

For more complex matters we may need additional time, but we will keep you informed of progress and any updated timeframes.



How we handle complaints and appeals

ERGT manages complaints and appeals in line with principles of procedural fairness. This means:

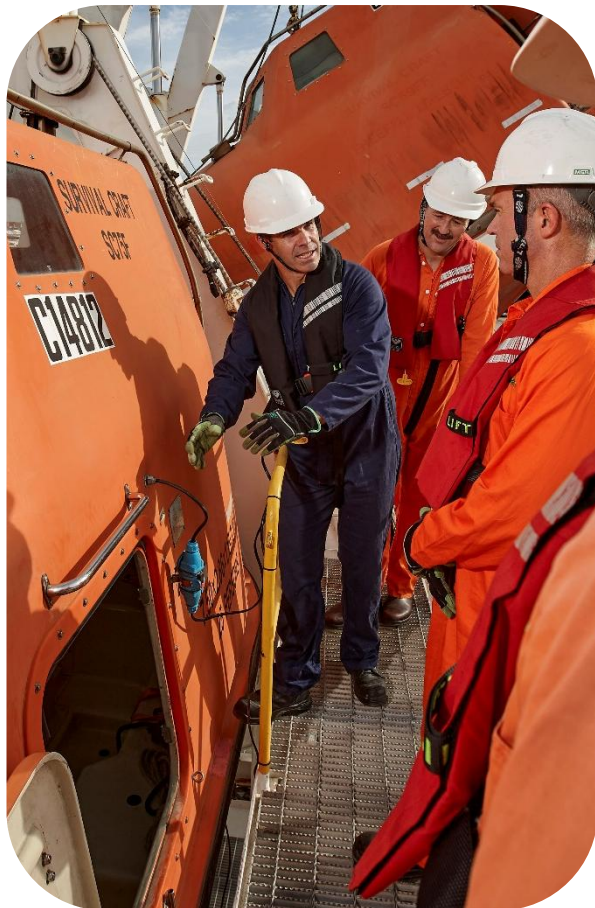
- Your complaint or appeal is taken seriously and handled without bias.
- Everyone directly involved is given a fair opportunity to provide information.
- All relevant information is considered before a decision is made.
- You receive a clear written outcome and the reasons for the decision.
- Raising a complaint or appeal will not disadvantage you in your training, and we will maintain confidentiality as far as is reasonably practicable.

Possible outcomes

Depending on the circumstances, outcomes may include:

- Your complaint or appeal is upheld (in full or in part).
- The original decision is confirmed.
- A reassessment or further review is arranged.
- An apology or explanation is provided.
- Changes are made to our training, assessment, processes or services to prevent similar issues in future.

We treat feedback, complaints and appeals as important opportunities to improve our products and services.



Independent review options

If you are not satisfied with the outcome of ERGT's internal complaints or appeals process, you may seek an independent review.

Australian Skills Quality Authority (ASQA)

ASQA is the national regulator for vocational education and training and accepts information about concerns with the quality and compliance of registered training organisations. ASQA uses this information to inform its regulatory activities; it does not resolve individual disputes between students and training providers.

You can contact ASQA via their website at:
www.asqa.gov.au

National Training Complaints Hotline

The National Training Complaints Hotline is a national referral service that helps you identify the most appropriate organisation to handle your training complaint. Before contacting the Hotline, you are expected to follow ERGT's internal complaints and appeals process.

You can contact the National Training Complaints Hotline via their website at:
www.dewr.gov.au/national-training-complaints-hotline

Complaints and appeals flow chart

