

Senate Committee: Education and Employment

**QUESTION ON NOTICE
Additional Estimates 2015 - 2016**

Outcome: Skills and Training

Department of Education and Training Question No. SQ16-000526

Senator Carr, Kim provided in writing.

Also refer to previous hearing Question No. SQ15-000827, SQ15-000477, SQ15-000160

VET FEE-HELP complaints

Question

Please provide a summary of the complaints received about VET FEE-HELP over the last two years.

Answer

VET FEE-HELP Complaints by year:

	Complaint Numbers
2014	372
2015	835

The approximate breakdown by nature of complaint over the full period is:

- marketing 26 per cent
- debt dispute 33 per cent
- withdrawal 9 per cent
- quality 9 per cent
- other 23 per cent (includes complaints about ineligible course content, fees, policy, eligibility and other complaints).

On 12 January 2015, in steps taken by the Government to make it easier to have complaints addressed, the National Complaints Hotline was launched which provides a referral service for registered training organisation complaints. The department has received an increase in complaints since this opened.