

## **Senate Committee: Education and Employment**

### **QUESTION ON NOTICE Budget Estimates 2017 - 2018**

#### **Outcome: Skills and Training**

#### **Department of Education and Training Question No. SQ17-000940**

Senator Cameron, Doug provided in writing.

#### ***Australian Apprenticeship Support Network (Complaints)***

##### **Question**

- Has the Department received any complaints about the provision of in-training services? Please provide details of those complaints, including numbers, the substance of the complaints and the actions taken by the Department in response to those complaints.
- Is there a complaints process and/or mechanism for apprentices and trainees and employers to access if they have issues of concern with the delivery of AASN services and supports? If so, what are they?

##### **Answer**

- The Department of Education and Training has not received any complaints in relation to the provision of in-training services.
- Under the Request for Tender for Australian Apprenticeships Support Services the following requirements were included in relation to the complaints handling processes required:

##### **Part 4, 3. Complaints Handling Process**

Network Providers must inform employers and Australian Apprentices of the complaint resolution processes available if there are concerns regarding their quality of service.

Network Providers must establish their own free, easily accessible complaints resolution processes to deal fairly with clients' complaints, and providers must maintain a register of complaints received in an electronic format (made available to the Department upon request). Network Providers must follow up complaints received within 24 hours.

The Department provides a referral line for employers, Australian Apprentices and other interested persons to find out more information about Australian Apprenticeships or raise issues. The Australian Apprenticeships Referral Line phone number is 13 38 73 and more information can be found at [www.australianapprenticeships.gov.au](http://www.australianapprenticeships.gov.au). Complaints to the Referral line are monitored by the Department. The Department provides information and investigates concerns of callers and takes action to resolve any issues.