GOVERNMENT OF WESTERN AUSTRALIA

Training Accreditation Council
WESTERN AUSTRALIA

POLICY

# COMPLAINTS ABOUT WA PROVIDERS

Effective: 10 September 2026

Version: 01-26

## PURPOSE

This policy outlines the Training Accreditation Council's (TAC or the Council) commitment under the *Vocational Education and Training Act 1996* (VET Act), *Vocational Education and Training (General) Regulations 2009* (VET Regulations) and the Standards for VET Regulators 2015 to provide students, parents, and consumers with a mechanism to lodge complaints about providers registered with the Council or other training organisations operating in WA.

The policy provides information on the role and responsibilities of the Council; jurisdiction of the Council in complaint matters; and the process for dealing with complaints.

Effective complaints policies and procedures are important sources of regulatory information and guidance. The outcome of complaint investigations informs the Council's risk management strategies and other compliance activities such as strategic reviews and compliance audits.

The complaints process contributes to continuous improvement and adds to the public value of the overall vocational education and training (VET) compliance framework in Western Australia.

## Policy Principles

This policy is based on the following principles:

*Accessibility*: The process for making a complaint is easy for the complainant to understand and access.

*Responsiveness:* Complaints are acknowledged promptly and the complainant is kept informed throughout the process.

*Objective*: Complaints are dealt with in an equitable, objective and unbiased manner.

*Procedural Fairness:* All parties to the complaint matter have an opportunity to present their case.

The registered provider that is the subject of the complaint is given sufficient details of the complaint and the opportunity to respond.

The Council will make reasonable enquiries, act fairly and consider all relevant information.

Reasons for the decision are provided.

*Confidentiality:* The personal information of the complainant and any people who are subject to the complaint will be kept confidential and only used for the purposes of addressing the complaint.

## DEFINITIONS

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| Complainant | Person or organisation who makes a complaint to the Council. |
| Complaint | A submission to the Council that outlines the matters of dissatisfaction with the products and/or services provided by a registered provider or training organisation. |
| Complaint audit | In line with r.26A, a complaint audit may be scheduled when a complaint identifies possible non-compliances by the provider that have not been resolved during the complaint investigation. |
| Complaint closure | The provider has been informed of the complaint outcome, and no further action is to be taken in relation to the complaint. |
| Complaint investigation | Evidence provided by the complainant and the registered provider/training organisation is reviewed to determine if there are any possible non-compliances against the Registration Standards 2025 or the VET Regulations. |
| Compliance | The requirements of the Registration Standards 2025 have been met, based on the evidence reviewed. |
| Compliance audit | An inquiry conducted under Section 58D of the Act may be in the form of a compliance audit on a WA registered provider in the form of a review or examination of the provider's operations or a particular aspect of the operations. |
| Investigation | An inquiry conducted under Section 58D of the VET Act may be in the form of an investigation of a WA registered provider's compliance with the VET quality framework, the accreditation Standards, or the conditions of registration for the provider. |
| In jurisdiction | The complaint is about a WA provider and/or an organisation purporting to be a WA provider, and the subject matter falls under the VET Regulations and Registration Standards 2025. |
| Possible non-compliance | An assessment of evidence from the complainant and the registered provider has occurred and the assessment indicates that there may be non-compliances against the 2025 Standards. An audit may be required to confirm the registered provider's compliance can be demonstrated. |
| Purporting | A person or organisation that claims to be a registered training provider; and/or provides an approved VET course; and/or confers or claims to purport to confer an approved VET qualification or a prescribed VET qualification when not registered to do so. |
| Resolution | A complaint is concluded and the parties are notified of the outcome. |
| Verified complaint | Non-compliances have been identified following a complaint investigation and/or compliance audit. |
| WA registered provider | Means a training provider that is registered by the Council under Part 7A of the *Vocational Education and Training Act 1996*. |
| Respondent | A registered provider or training organisation who has been requested to provide a response to a complaint. |

## SCOPE

The Council is Western Australia's registering and course accrediting body. It is responsible for the quality assurance and recognition of VET services in Western Australia. The TAC Secretariat (the Secretariat) supports the Council in the performance of its regulatory functions by investigating complaints.

### Who can lodge a complaint?

A complaint may be lodged by:

- past or present students or parents (if the student is under 18 years of age);
- registered provider staff;
- member of the public;
- employers and industry stakeholders including industry regulators; and/or
- government agencies.

Please note that a complaint may require the disclosure of personally identifiable information (e.g. name, phone number), as defined under the *Privacy and Responsible Information Sharing Act 2024*. For more information, please see the Department of Training and Workforce Development's Privacy Policy, and TAC's Data Collection Notice.

### What can the complaint be about?

The Complaints About Providers Policy applies to complaints received about:

- a provider registered with the Council;
- about the provider's compliance with the Registration Standards 2025 (2025 Standards), for example:
  - training and assessment;
  - facilities and equipment;
  - inaccurate or misleading marketing;
  - certification; and/or
- a person or training organisation that claims to be a registered provider or claims to deliver an approved VET course or nationally recognised qualification when they are not registered and authorised to do so.

TAC can only investigate complaints about providers that relate to the VET Regulations and compliance with the 2025 Standards. If a complaint is not within this scope, the complainant is referred to the most appropriate authority for handling the complaint.

The Complaints About Providers Policy does not apply to:

- fee refunds;
- complaints about traineeship/apprenticeship employment arrangements;
- personal disputes between trainers and students;
- employment arrangements between a trainer and their employer; or
- any issues that fall outside of the VET Regulations and the 2025 Standards.

## Complaints Procedure

The Council is required to undertake complaint investigations and manage complaints in line with the VET Regulations and the Standards for VET Regulators 2015. As a result, complaints may not always be resolved to the satisfaction of all parties, and resolution may not mean the complaint is concluded in favour of any of the parties.

The process of making a complaint and the stages in the complaint process are contained in the related procedure for making a complaint about a WA provider.

## Related Legislation, Policies and Other Relevant Documents

- *Vocational Education and Training Act 1996*
- *Vocational Education and Training (General) Regulations 2009*
- *Privacy and Responsible Information Sharing Act 2024*
- Standards for VET Regulators 2015
- Registration Standards 2025
- TAC Service Standards
- Complaints About WA Providers - Procedure
- TAC Complaints Handing Information Sheet for Registered Training Organisations

## Policy Review and Approval

Council approval is required for this policy.

The policy will be reviewed annually from the date of endorsement or as required.