For all RTO staff

**Purpose**

- To provide contracted registered training organisations (RTOs) with the Department’s Victorian Training Guarantee Contract Compliance Complaints Management Guide.

**Background**

- The Department recognises that an effective complaints management system promotes quality improvement through feedback and enhances stakeholder satisfaction through the appropriate handling and resolution of issues as they emerge.

**Main Points**

- The Guide outlines the means of providing feedback to, or lodging a complaint with the Department about a contracted training provider, and how such information will be handled.

- The Guide makes it clear that a person who wishes to lodge a complaint about an RTO, depending on the nature of the complaint, should always raise the issue with the RTO itself in the first instance, to try to resolve the matter.

- As your RTO would be aware, in many instances, where senior staff at RTOs are alerted to situations giving rise to complaint, they may be able to resolve the matter quickly, to the complainant’s satisfaction. Responding to complaints is one way in which RTOs can improve their practices and enhance student satisfaction.

- At the same time, the Department recognises that individuals or organisations have the right to provide feedback, raise a concern, or make a complaint about the activities of RTOs contracted to deliver government subsidised training with the Department.

- For information on the Department’s policy and process regarding complaints, the Victorian Training Guarantee Contract Compliance Complaints Management Guide has been made available on the Skills Victoria Training System (SVTS) or on the Department’s website at: http://www.education.vic.gov.au/about/contact/Pages/compliancecomplain.aspx

**Critical Dates**

- This Contract Notification is effective immediately.

**Lee Watts**

Executive Director

Training Market Operations