



Australian Government
**Department of Employment
and Workplace Relations**

Trades Recognition Australia Complaints Policy

August 2025

Table of Contents

1. Purpose	3
2. Background	3
3. TRA responsibilities in handling complaints	3
4. Lodging a complaint	4
5. Managing Complaints	4
Anonymous complaints	5
Confidential complaints	5
6. Privacy	5
7. Review	5
8. Document particulars	5
9. Document change history	6

1. Purpose

This Complaints Handling Policy (Policy) sets out guidance about how Trades Recognition Australia (TRA), a business unit of the Department of Employment and Workplace Relations (the department) manages complaints. It aims to ensure complaints are managed in a way that is fair, accessible, responsive, efficient and integrated consistently with the department's core business.

2. Background

We are the skills assessing authority for 133 technical and trades occupations specified by the Australian Department of Home Affairs (Home Affairs) (<https://www.homeaffairs.gov.au/>). We conduct skills assessments for applicants who are seeking migration to Australia on a temporary or permanent basis through a number of different skills assessment services, which vary depending on the circumstances of the applicant and their desired migration outcome.

3. TRA responsibilities in handling complaints

We recognise the value of complaints as an important tool for monitoring and to ensuring ongoing program improvement. While anyone may make a complaint, we will respect confidentiality and privacy in responding to any complaint relating to an individual's application. This means that we may not be able to comment where there is no authorisation from the applicant to disclose or discuss their application or personal circumstances.

TRA will be:

- **Fair** – We deal with complaints impartially, confidentially and with empathy. There are no adverse repercussions for making a complaint. Where appropriate, we will advise complainants of progress and provide an opportunity to respond and to seek internal review of complaint outcomes.
- **Accessible** – We accept complaints through a variety of channels online, verbally and in writing.
- **Responsive** – We will assist or respond appropriately to all complainants, including by extending special assistance to vulnerable people and those with particular needs as appropriate.
- **Efficient** – We seek to resolve complaints as quickly as possible and preferably, where appropriate, at the point of complaint or promptly upon referral to a program area. Complaints are handled in a way that is proportionate and appropriate to the matter being complained about.


- **Integrated** – complaint management is integrated with our business activities so that any lessons or systemic issues can be appropriately actioned.

All complaints will be recorded and monitored to inform the continuous improvement of our programs and to inform quality assurance processes.

4. Lodging a complaint

Complaints are expressions of dissatisfaction by an applicant, a member of the public or an external stakeholder that relating to our operations, decisions, practices, conduct, policies, a member of staff, contractor, or a contracted service provider.

Complaints can be made verbally or in writing by contacting us on:

- Phone: (within Australia): TRA enquiry line 1300 360 992
- Phone: (outside Australia) +61 2 6240 8778 
- Email: traenquiries@dewr.gov.au
- Completing a website **Query form** on the contact page for TRA: [Contact Us | Trades Recognition Australia](#)
- Completing a **TRA Feedback Complaint form** and submitting via email to: traenquiries@dewr.gov.au

5. Managing Complaints

- a) We will acknowledge receipt of complaints by email within 5 business days. The length of time for us to investigate and provide an outcome to a complaint will depend on the nature and complexity of the issues involved. Our standard response time to resolve a complaint is 20 business days.
- b) Our response to complaints may include, if appropriate, the decisions reached and any outcomes, remedies or actions proposed. Although, there may be limitations on the extent of the information that can be provided in a response, for example, to protect personal privacy.
- c) Where a complainant does not agree with the way we have handled the complaint, they may refer their complaint to the Commonwealth Ombudsman. The Ombudsman will only examine a complaint if the matter has been previously raised with TRA.

The Ombudsman can be contacted on:

Phone (toll free): 1300 362 072

Website: www.ombudsman.gov.au

Anonymous complaints

We will consider anonymous complaints. However, it may not be possible for us to properly investigate or respond to an anonymous complaint. Where possible, the complainant will be made aware of these limitations.

Confidential complaints

In situations where a complainant requests their identity to be kept confidential, it may be necessary to discuss with the complainant how this could affect management of the complaint, including any investigation and resolution.

6. Privacy

We will collect and use personal information on a complaint for the purposes of responding to the complaint. In doing so, we may disclose this information to relevant contacts within the Department. We will not provide personal information to external third parties, except where this is required by law.

We may request additional information from the complainant. If a complainant does not provide the information requested, we may not be able to adequately investigate, remediate or respond to the complaint.

The Department's privacy policy contains information regarding complaint handling processes and how to access and/or seek correction of personal information held by the Department. A copy of the Department's privacy policy is available at www.dewr.gov.au/dewr-privacy-policy. The Privacy Officer can be contacted on privacy@dewr.gov.au.

7. Review

This policy will be formally reviewed every two years to ensure it is current, reflects departmental practices, and is operating in a manner which is conducive to reflect complaint management and resolution.

8. Document particulars

TRIM ID	ED11/014965	File	Trades Recognition Australia Complaints Policy
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Point of contact	Trades Recognition Australia
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9. Document change history

Version	Date published	Authors	Summary of change	Authorised by
1.0	September 2010	TRA	Internally Published	Ms Jan Febey, Branch Manager
2.0	December 2010	TRA	Small text amendments	Ms Jan Febey, Branch Manager
3.0	April 2011	TRA	Amended after editing for external publishing	Ms Jan Febey, Branch Manager
3.1	28 June 2011	TRA	Small text amendments	Ms Jan Febey, Branch Manager

Version	Date published	Authors	Summary of change	Authorised by
4.0	June 2012	TRA	Change to responsible Department Logo	Dr Melissa McEwen, General Manager, June 2012
4.1	December 2013	TRA	Change to Department name and branding	Cecilia Willis A/g General Manager, December 2013
5	May 2014	TRA	Small text amendments Addition of web address	Dr Melissa McEwen, General Manager, May 2014
6	March 2015	TRA	Change to Department name and branding	Dr Melissa McEwen, General Manager
7	December 2015	TRA	Changes to structure of Policy document and information updated in Section 1	Anne Flynn, Director, Trades Recognition
8.0	April 2018	TRA	Update information to reflect the new Department of Home Affairs (formerly the Department of Immigration and Border Protection)	Kevin Brahim, Branch Manager, State Network and Trades Recognition Australia
9.0	October 2020	TRA	Update information to reflect complaint process for Ombudsman, and inclusion of Privacy	Jane Hayden Assistant Secretary Trades Recognition Australia

Version	Date published	Authors	Summary of change	Authorised by
10	July 2022	TRA	Updates to reflect the recent Government changes including department name and brand changes as TRA transition to the new Department of Employment and Workplace Relations.	Jane Hayden Assistant Secretary Trades Recognition Australia
11	August 2025	TRA	Updates to align with DEWR complaint policy and correct contact information	Bronwyn Meyrick Assistant Secretary Trades Recognition Australia