Australian Government
Department of Employment and Workplace Relations

Trades Recognition Australia

Feedback/Complaint Form

If you would like to provide feedback or make a complaint about Trades Recognition Australia (TRA), we invite you to complete this form and submit it to us by email. Alternatively, you may phone the TRA enquiry line on 1300 360 992 (within Australia).

If you would like feedback relating to your skills assessment outcome, please contact the TRA Enquiry Line by phoning 1300 360 992 (within Australia), or emailing TRAenquiries@dewr.gov.au

First Name _____

Last Name _____

TRA reference number (if applicable) _____

Or

☐ **Anonymous**

How do you want to be contacted? Please tick and provide details

☐ Email:

☐ Mail:

☐ Telephone:

☐ No contact

Please tick which program your comment relates to.

☐ TSS Program

☐ Job Ready Program

☐ Migration Points Advice

☐ Migration Skills Assessment

☐ Offshore Skills Assessment Program

☐ Provisional Skills Assessment

☐ Trades Recognition Service

☐ General/Other

Do your comments relate to your experience or are you acting on behalf of someone else?

☐ Myself

☐ Someone else

What is your comment/concern? (If you need more space, please attach additional pages)

As a result of your comments, what outcome would you like

Signature **Date**

D D /M M /Y Y YY

☐ **Prefer to remain anonymous**

Privacy

TRA collects personal information on this form for the purposes of responding to your feedback, query or complaint.

TRA will use this information to respond to your feedback/complaint and may disclose your information to relevant contacts within the Department of Employment and Workplace Relations in order to investigate your feedback/complaint. Your personal information will not be provided to external third parties, except where this is required by law. If you do not provide the information requested, TRA may not be able to respond to your feedback/complaint.

The department's on-line 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 on the department's website on DEWR privacy policy - Department of Employment and Workplace Relations, Australian Government The Privacy Officer can be contacted on privacy@dewr.gov.au