



**Australian Government**  
**Department of Education,  
Skills and Employment**

# **Trades Recognition Australia Complaints Policy**

2020

## Table of Contents

1. Introduction .....	3
2. TRA responsibilities in handling complaints.....	3
3. Lodging a complaint.....	3
4. Complaints handling process.....	4
5. Privacy .....	5
6. Review.....	5
7. Document particulars.....	6
8. Document change history.....	7

## 1. Introduction

Trades Recognition Australia (TRA) is a business unit of the **Department of Education, Skills and Employment**. It is the skills assessing authority for approximately 130 technical and tradesperson occupations specified by the Australian Department of Home Affairs (Home Affairs) ([www.homeaffairs.gov.au](http://www.homeaffairs.gov.au)). TRA conducts skills assessments for applicants who are seeking to migrate 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.

## 2. TRA responsibilities in handling complaints

TRA recognises the value of complaints as an important tool for monitoring and to ensure ongoing program improvement. While anyone may make a complaint, TRA will adhere to privacy laws in any response where the complaint relates to an individual application. This means that TRA may not be able to comment where there is no authorisation from the applicant.

TRA will:

- recognise, promote and protect the applicant's right to complain about their dealings with TRA
- be fair to both the complainant, the organisation or person complained about
- provide a mechanism for responding to complaints in a timely and courteous manner
- determine appropriate remedies and implement a plan if appropriate
- provide adequate resources to support the complaints management process
- record, assess and review complaints on a regular basis to ensure responsiveness and ongoing commitment to service improvements.

## 3. Lodging a complaint

Complaints are expressions of dissatisfaction by applicants, a member of the public or an external stakeholder that relate to TRA's operations, decisions, practices, conduct, policies, a member of staff, contractor or a contracted service provider.

Complaints can be made by contacting TRA on:

Department of Education, Skills and Employment  
Trades Recognition Australia Complaints Policy August 2020

Phone: (within Australia): TRA enquiry line 1300 360 992

Phone: (outside Australia) +61 2 6240 8778 

Email: [traenquiries@dese.gov.au](mailto:traenquiries@dese.gov.au)

Completing a website query form on the contact page for TRA

[www.tradesrecognitionaustralia.gov.au/contact-us](http://www.tradesrecognitionaustralia.gov.au/contact-us)

Completing a TRA Feedback/Complaint form and submitting via email

[traenquiries@dese.gov.au](mailto:traenquiries@dese.gov.au)

Complaints will be acknowledged within five business days following receipt of the complaint – TRA will provide a timeframe for a response (the standard time is within 20 business days) and a contact name for queries regarding the complaint. Any response to a complaint will be referred to the relevant Director for clearance.

If the complainant does not agree with the way TRA has handled the complaint, they will be advised that they may escalate their complaint to the Commonwealth Ombudsman. The Ombudsman will not usually look into a complaint unless the matter has first been raised directly with TRA.

The Ombudsman can be contacted on:

Phone (toll free): 1300 362 072

Email: [ombudsman@ombudsman.gov.au](mailto:ombudsman@ombudsman.gov.au)

Website: [www.ombudsman.gov.au](http://www.ombudsman.gov.au)

## **4. Complaints handling process**

Complaints will be handled fairly and justly and in a consistent manner, with the understanding that complainants should not be disadvantaged by the complaint process. Complaints against staff will be referred to the Director. All correspondence and assessments will remain confidential. Complainants will be kept informed of the progress of their complaint and of the final resolution. Any response to a complaint will be referred to the relevant Director for clearance.

### **Anonymous complaints**

TRA will generally consider anonymous complaints. However, it may not be possible for TRA to properly investigate or respond to an anonymous complaint and, where possible, the complainant will be made aware of these limitations.

### **Confidential complaints**

In situations where a complainant prefers 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.

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

## **5. Privacy**

TRA will collect personal information on a complaint for the purposes of responding to the complaint. TRA will use this information to respond to the complaint and may disclose this information to relevant contacts within the Department in order to investigate the complaint. Personal information will not be provided to external third parties, except where this is required by law.

If a complainant does not provide the information requested, TRA may not be able to respond to their 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 at [www.dese.gov.au/privacy](http://www.dese.gov.au/privacy). The Privacy Officer can be contacted on [privacy@dese.gov.au](mailto:privacy@dese.gov.au).

## **6. Review**

This policy will be reviewed by the manager responsible for TRA quality processes no less than every two years from the date of implementation. In reviewing the policy, the manager may call on individuals and agencies for information and advice about the implementation and benefits or disadvantages of the policy.

## 7. Document particulars

<b>TRIM ID</b>	ED11/014965	<b>File</b>	Trades Recognition Australia Complaints Policy
<b>Content last updated</b>	October 2020	<b>Document status</b>	Final
Due for review	October 2021		
Point of contact	Trades Recognition Australia		
Approval authority	Assistant Secretary, TRA		
Date of first approval to publish	20 June 2011		
<p>Note: This is a controlled document in its electronic form only. Paper copies of this document are not controlled and should be checked against the electronic version before use.</p>			
<p>With the exception of the Commonwealth Coat of Arms and where otherwise noted, all material presented in this document is provided under a Creative Commons Attribution 3.0 Australia (<a href="https://creativecommons.org/licenses/by/3.0/au">creativecommons.org/licenses/by/3.0/au</a>) licence.</p> <p>The details of the relevant licence conditions are available on the Creative Commons website (accessible using the links provided) as is the full legal code for the CC BY 3.0 AU licence (<a href="https://creativecommons.org/licenses/by/3.0/au/legalcode">creativecommons.org/licenses/by/3.0/au/legalcode</a>).</p> <p>The document must be attributed as the <b>Trades Recognition Australia Complaints Policy</b>.</p>			

## 8. 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
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 TRA

<b>Version</b>	<b>Date published</b>	<b>Authors</b>	<b>Summary of change</b>	<b>Authorised by</b>
9.0	October 2020	TRA	Update information to reflect complaint process for Ombudsman, and inclusion of Privacy	Jane Hayden Assistant Secretary TRA