



Australian Government

Department of Education and Training

Trades Recognition Australia Complaints Policy

April 2018

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1. Introduction

Trades Recognition Australia (TRA) is a business unit of the **Department of Education and Training**. 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). 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 responding to client expectations 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, but may not be able to comment where there is no authorisation from the applicant.

TRA will:

- recognise, promote and protect the client's right to complain about their dealings with TRA
- recognise the need to 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 in response 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. 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. Complainants will also be advised of avenues for further review of their complaint if they are not satisfied with the resolution.

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

4. Lodging a complaint

Complainants wishing to make a complaint or comment are advised to complete the 'Customer Satisfaction Form' available in the 'Forms and Policies' section of the TRA website. Complaints can also be made by letter (email or fax), by telephone or through the 'Contact us' section of the TRA website. These complaints will be responded to within the standard response time (28 days). Any response to a complaint will be referred to the relevant manager for clearance.

5. 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.

6. Document particulars

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Content last updated	April 2018	Document status	Final
Due for review	April 2019		
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7. 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

Version	Date published	Authors	Summary of change	Authorised by
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