

## Feedback, complaints and appeals

Worklinks is committed to a process of continuous improvement based on feedback from students, trainers, employers and other stakeholders. We welcome your comments which will help us improve our services, products and processes.

Despite all efforts of Worklinks to provide a high standard of service to its students, clients and other stakeholders, complaints and appeals may occasionally arise which require formal resolution. All complaints, appeals and feedback are taken seriously and will be treated fairly, equitably, and in a timely manner.

Students and clients are encouraged, wherever possible, to resolve concerns or difficulties directly with the person/s concerned before it becomes a formal complaint. The Worklinks team is available to assist student to resolve their issues at this level.

Complaints and appeals may be made in relation to any of Worklinks' services, activities and decisions such as:

- Worklinks QLD Ltd
- The application and enrolment process
- The quality of training and assessment provided
- Training and assessment matters, including student progress, assessment and outcomes
- Access to personal records
- Decisions made by Worklinks
- The way someone is treated
- Students
- Trainer and assessors
- Worklinks staff or Third Parties
- Other learners

Should the issue not be resolvable, and you wish to submit a formal complaint, the process is as follows:

- Submit an outline of your complaint/appeal in writing to email [training@worklinks.com.au](mailto:training@worklinks.com.au)
- You will be provided with notification of receipt of your complaint within 2 business days
- Your complaint/appeal will be reviewed and presented to the CEO for review
- Worklinks will be in contact with the complainant/appellant within 14 business days of receipt of the complaint/appeal
- An outcome should be resolved with a period of 30 days from the receipt of the initial complaint/appeal.

Should the matter be complex, the resolution may take longer than the abovementioned timeframes. If Worklinks considers it necessary, we will inform the complainant/appellant in writing, including why and we will maintain regular contact and updates on progress of the matter. Students will be kept up to date during the process and enrolment will be maintained. All records will be treated as confidential and are covered by our Privacy Policy.

Should you feel that your matter is still unresolved, you are able to seek advice from the Queensland Training Ombudsman, an independent office that provides Queenslanders with dedicated support to resolve training issues or make complaints. They offer a free, confidential and independent service to

review and resolve enquiries and complaints from anyone involved in vocational education and training ([www.trainingombudsman.qld.gov.au](http://www.trainingombudsman.qld.gov.au)).

All documentation relating to complaints or appeals should be archived for audit purposes. ASQA accepts complaints about training providers such as Worklinks from all members of the community. ASQA takes a risk-assessment approach to student complaints, which allows them to focus on risks to the quality of vocational education and training in Australia.

ASQA is not a consumer protection agency and cannot act as an advocate for individual students. However, ASQA highly values complaints about training providers—all complaints are used as intelligence to inform regulatory activities. For more information on how ASQA handles complaints, refer to ASQA's policy on Managing complaints about training providers.

[Managing complaints about training providers \(PDF\)](#)

A further option available to students and organisations is the National Training Complaints Hotline. This number is 13 38 73 and is staffed Monday–Friday, 8 am to 6 pm nationally. More details on the National Complaints Hotline can be found at [www.education.gov.au/NTCH](http://www.education.gov.au/NTCH).