

Complaints

VACC and TACC are committed to ensuring an open and fair process is adopted throughout all stages of the complaints process. This means that our complaints process will be conducted in a fair, reasonable, unbiased and timely manner, with the aim of reaching a favourable outcome for all parties concerned.

VACC/TACC ISMAA Program Complaints Process

1. A complaint may be received in any form (written, verbal) although persons seeking to make a complaint are recommended to complete the complaint in writing. There is no time limitation on a person who is seeking to make a complaint.
2. A person who makes a complaint will be provided a written acknowledgement as soon as possible and not later than 24 hours from the time the complaint is received.
3. The handling of a complaint will commence within ten (10) working days of the lodgement of the complaint and all reasonable measures are taken to finalise the process as soon as practicable.
4. The complainant will be provided a written response regarding the outcome of the complaint.

If you have a complaint regarding the VACC/TACC ISMAA Program, please contact:

Nigel Muller
Executive Manager Training
Auto Apprenticeships & Skills Development Centre
VACC
P: 03 9829 1131

If you are dissatisfied with the handling of a complaint, you may redirect the complaint to the Department of Education and Training's Skilling Australia Information Line (133873).

