

## 1. Purpose

The purpose of this policy is to provide a clear and transparent framework for clients of uSkills Australia ("uSkills") to raise and resolve complaints related to our education support services, and to outline how uSkills manages and refers complaints in accordance with its role as a non-RTO education support provider.

This policy also ensures that uSkills' complaint-handling procedures remain compliant with Australian consumer protection laws and the **Standards for RTOs 2015** (Clauses 2.3, 2.4, and 8.3), particularly in relation to third-party arrangements.

## 2. Scope

This policy applies to:

- Any individual who engages with uSkills for education support services;
- All complaints relating to uSkills' own conduct, services, and staff;
- Complaints concerning the performance or obligations of our Partner Registered Training Organisations (RTOs), which are addressed by referral to the RTO.

## 3. Complaints Related to uSkills Services

Clients are welcome to lodge complaints regarding:

- Quality or accuracy of education support and coaching;
- Communications, responsiveness, or staff behaviour;
- Document handling or access issues (e.g. OneDrive);
- Miscommunication about processes, timelines, or expectations.

Upon receipt of a complaint:

- uSkills will acknowledge receipt within **5 business days**;
- Investigate the matter promptly and impartially;
- Notify the relevant Partner RTO (if the complaint involves them);
- Provide a written response within **30 calendar days**, including any resolution offered.

Where appropriate, uSkills may offer facilitated resolution through our nominated mediation partner—the **South Queensland Dispute Resolution Centre (SQDRC)**—prior to formal escalation.

## 4. Complaints Related to Partner RTO Services

Complaints that concern:

- Formal assessment outcomes;
- Enrolment or payment processes;
- Qualification issuance;
- Student records or academic decisions;
- RTO staff conduct; will be **formally referred** by uSkills to the appropriate office holder at the relevant Partner RTO. (*Continued on next page*)

Clients will be provided with:

- The contact details of the RTO's complaints officer or academic coordinator;
- A written referral confirmation from uSkills;
- A copy or direct link to the RTO's own Complaints and Appeals Policy.

While uSkills is not responsible for investigating RTO matters, we will:

- Assist the client with document handover (if requested);
- Maintain records of the referral;
- Follow up to ensure the client has been contacted by the RTO.

## 5. Right to External Review

If a client is not satisfied with the outcome of their complaint or how it was managed by either uSkills or the Partner RTO, they may seek independent support or escalate the matter externally. Options include:

- **South Queensland Dispute Resolution Centre (SQDRC)**  
Mediation and conflict resolution services are available at no cost for eligible disputes. Website: <https://www.justice.qld.gov.au/initiatives/dispute-resolution>
- **Office of Fair Trading (OFT)**  
For concerns relating to deceptive conduct or consumer rights.  
Website: <https://www.qld.gov.au/law/fair-trading>
- **Office of the Australian Information Commissioner (OAIC)**  
For privacy complaints regarding personal data handling.  
Website: <https://www.oaic.gov.au>
- **Australian Skills Quality Authority (ASQA)**  
For complaints relating to the delivery of education and training services by a uskills partner Registered Training Organisation (RTO), including concerns about RPL assessment, qualification issuance, or compliance with the Standards for RTOs.  
Website: <https://www.asqa.gov.au>

## 6. Lodging a Complaint

Complaints may be submitted via:

- **Email:** [hello@uskills.com.au](mailto:hello@uskills.com.au)
- **Post:** uSkills Australia, Level 4, 260 Queen Street, Brisbane City QLD 4000
- **Phone:** 1300 165 370 (we will request a written summary)

All complaints are treated confidentially and with respect. No client will experience retaliation or disadvantage as a result of raising a concern.

## 7. Recordkeeping and Confidentiality

uSkills maintains accurate and secure records of all complaints received, including:

- Date of complaint and resolution;
- Steps taken and correspondence exchanged;
- Any referral made to a Partner RTO.

All complaints data is stored in accordance with our Privacy Policy and is used to improve service quality.

## 8. Continuous Improvement

All complaint outcomes are reviewed quarterly by uSkills' management team to:

- Identify systemic issues;
- Improve service delivery;
- Ensure compliance with relevant standards and obligations.