


QUEENSLAND TRAINING — OMBUDSMAN —



The Queensland Training Ombudsman provides a free, confidential and independent service to review and resolve enquiries and complaints from apprentices, trainees, students, employers and other stakeholders about the vocational education and training (VET) system.

PHONE 1800 773 048

EMAIL info@qto.qld.gov.au

trainingombudsman.qld.gov.au

HOW WE HELP

The Queensland Training Ombudsman can help you navigate the complex VET sector and find the best way to address your concerns as well as provide free and impartial advice about rights and responsibilities within the VET sector.

The Queensland Training Ombudsman:

- is the single point of contact to help you with your enquiry
- receives and, where appropriate investigates, complaints about VET matters in Queensland
- advocates or undertakes reviews to resolve apprenticeship or traineeship disputes
- monitors outcomes of complaints to identify systemic issues impacting on the provision of quality VET delivery
- refers matters to the appropriate agencies who can handle your complaint and support you to resolve your complaint.



WHO WE HELP

The Queensland Training Ombudsman will help people seeking information or advice about any aspect of the VET system in Queensland including:

- students enrolled with registered training organisations
- apprentices and trainees
- employers
- trainers
- other government agencies
- training providers
- industry bodies
- parents and/or guardians.





Queensland
Government

GET HELP

You can make a complaint to the Queensland Training Ombudsman online, in writing or over the phone. We will listen to your concerns and explain how we can help you and what you need to do.

CONTACT

PHONE 1800 773 048

EMAIL info@qto.qld.gov.au

MAIL PO Box 15090, City East Qld 4002

If required, the Queensland Training Ombudsman can arrange for translation and interpreter services to assist you in submitting your enquiry or complaint.

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