

Senate Committee: Education and Employment

QUESTION ON NOTICE

Supplementary Budget Estimates 2015 - 2016

Outcome: Skills and Training

Department of Education and Training Question No. SQ15-000824

Senator Carr, Kim provided in writing.

VET FEE-HELP Reform Bill - complaints

Question

Page 12 of the RIS for the VET FEE-HELP Reform Bill reveals that from 20 May 2014 to 1 July 2015 789 complaints have been received. Can you breakdown the complaints by the method of complaint (ie, ministerial correspondence, complaints hotline, referred from ASQ, study assist enquiry system, state consumer affairs bodies)?

Answer

Of the 789 complaints received between May 2014 and July 2015, the majority (82 per cent) were reported through the *Tertiary Study Enquiries Inbox* (which includes referrals from the National Complaints Hotline) some were reported in the media (12 per cent) and the rest (six per cent) were referrals from ministerials, Australian Skills Quality Authority and other sources.

Of those queries reported through the *Tertiary Study Enquiries Inbox*, 153 complaints were referred from the National Complaints Hotline since it commenced operation on 12 January 2015.