

**Senate Committee: Education and Employment**

**QUESTION ON NOTICE  
Supplementary Budget Estimates 2015 - 2016**

**Outcome: Skills and Training**

**Department of Education and Training Question No. SQ15-000854**

Senator Carr, Kim provided in writing.

*Also refer to previous hearing Question No. SQ15-000474*

***VFH providers - Complaints***

**Question**

Who are the VFH providers that have received two or more complaints? Can you provide them to me by name, number of students, average loan value and total VFH payments by year from 2009?

**Answer**

All complaints and allegations of poor behaviour or poor quality training are taken seriously and acted upon.

The Department of Education and Training does not publish complaints information per provider because complaints and allegations received by the department may not necessarily be supported by evidence, substantiated, or relate to non-compliances with the VET FEE-HELP programme requirements.

In some cases students raise complaints with the department without first raising the matter with their provider; once the matter is raised with the provider it is resolved to the satisfaction of the student. In other cases the department may be investigating the matter and undertaking compliance activity.