General Warning

The purpose of this fact sheet is to give general introductory information about the complaints process. It does not contain legal advice.

WARNING: Alternative legal action should be considered before making a complaint. What is included in a complaint may be relevant to any current or future legal proceedings. If you are involved in legal action you should immediately see a lawyer and not proceed with a complaint.

If you (or the complainant, if you are complaining on their behalf) want financial compensation, support or money you should see a lawyer before making a complaint.

General complaint information

Complaints are rarely about just one thing. When you have a problem, it may be that a number of things have gone wrong. Below are some of the common areas where issues may arise that could lead to a complaint.

Discrimination	Disability and NDIS services	Policing, Custody and Detention
Seniors and Aged Care supports and services	Consumer and Business disputes	Phone and Internet services
Banking, Insurance and Superannuation	Energy and Water services	Housing and Real Estate
Health Care services	Employment issues	Education and Training providers
Government Agencies and Departments	Child Safety and Protection	State Fines and Debts
Corruption	Privacy and Access to Information	Media and Publications

There are different complaint bodies to handle different types of complaints. You should consider the different pathways available to decide the most appropriate pathway for your circumstances. One event could lead to multiple complaints. That means you may need to lodge more than one complaint to have all of your concerns addressed.

It is usually quickest and easiest to try to resolve a complaint directly with the person or body you are having a problem with. Many complaint handling bodies will not act on a complaint unless you to have tried to resolve your complaint directly. If you do not feel it is safe or appropriate to complain directly, you should contact the relevant complaint body to discuss your situation.

Complaints involving discrimination

There are state and federal complaints bodies that handle complaints that about discrimination. If your situation involves discrimination, you should consider making a discrimination complaint in addition to any other complaints. Discrimination may occur when someone is treated less favourably on the basis of: race; sex; gender; disability; age; sexuality; relationship status; pregnancy; caring responsibilities; or having or being thought to have an infectious disease.

WARNING: The state and federal bodies that handle discrimination complaints have different rules, including time limits. You can make a complaint to both the state and federal complaint bodies, but they may decide not to address your concerns if you have already complained elsewhere. For example, if you have already lodged a discrimination complaint to Equal Opportunity Commission WA (EOC), it is likely that Australian Human Rights Commission will decide not to act on your complaint. Please carefully review the discrimination factsheets for information about your options before making a discrimination complaint.

Training Accreditation Council

In this fact sheet, we introduce the Training Accreditation Council ('**TAC**'). We outline how complaints can be made by students, parents, employers, industry members, RTO staff, representatives and other people with relevant information to TAC.

TAC is the Western Australian regulator for some registered training organisations (RTOs). TAC handles complaints about TAC-registered RTOs where the issue relates to compliance with the Registration Standards 2025. This can include concerns about training quality, assessment, complaints and appeals, student support, misleading course information, certification, records, third-party delivery, or organisations claiming to provide nationally recognised training when they are not authorised to do so. TAC's role is mainly regulatory. It may investigate and take compliance action, but it does not usually provide personal remedies such as refunds, compensation, re-marking or legal advice.

Legislation and Key Terms

Relevant Legislation:

- ***Vocational Education and Training Act 1996 (WA)***
- ***Vocational Education and Training (General) Regulations 2009 (WA)***
- ***Registration Standards 2025***
- ***Australian Qualifications Framework***

Key terms:

Appeal: A process where a student asks an RTO to review a decision, such as an assessment outcome. Under the 2025 Standards, RTOs must have fair, transparent and accessible appeal processes.

ASQA: The Australian Skills Quality Authority. ASQA is the national VET regulator. It handles many RTO-related complaints outside TAC's jurisdiction, including many providers that operate nationally, online across states, or for international students.

Complaint: An expression of dissatisfaction about an RTO, training provider, TAC service, or related matter where a response or resolution is wanted, expected or required.

Complainant: A person or organisation making a complaint.

National Register / training.gov.au: The official national register of VET providers, courses and training products. It can be used to check whether an RTO is registered and whether TAC, ASQA or VRQA is the registration manager.

Nationally recognised training: Training that leads to a qualification, skill set, unit of competency, accredited course or statement of attainment recognised under Australia's VET system.

Purporting: Claiming or presenting as something without proper authority. In this factsheet, it usually means a person or organisation claiming to be an RTO, or claiming to provide nationally recognised training, when they are not registered or authorised to do so.

Registration Standards 2025: The current standards RTOs must meet to stay registered. They cover areas such as training quality, student support, assessment, complaints and appeals, governance, third-party arrangements and continuous improvement.

RTO: Registered training organisation. An organisation registered to deliver nationally recognised VET training and issue recognised qualifications or statements of attainment.

Statement of attainment: A formal document issued by an RTO showing that a person has completed one or more nationally recognised units of competency or skill sets.

TAC: The Training Accreditation Council. TAC is the WA regulator responsible for registering and regulating some RTOs in Western Australia.

Third-party delivery: An arrangement where another person or organisation delivers training, assessment, recruitment, student support or other services on behalf of an RTO.

VET: Vocational education and training. This includes practical and industry-based training such as certificates, diplomas, apprenticeships, traineeships and accredited courses.

VRQA: The Victorian Registration and Qualifications Authority. VRQA regulates some Victorian RTOs. If an RTO is registered with VRQA, complaints should usually go to VRQA rather than TAC.

Step 1: What type of Complaints can be made to this body?

TAC can receive complaints about TAC-registered RTO compliance, unauthorised nationally recognised training claims, and TAC's own services.	
Sub-category	**Example**
Training and assessment quality *Registration Standards 2025*	**You may make a complaint to TAC if a TAC-registered RTO's training or assessment appears not to meet the Registration Standards 2025.** This can include concerns about course delivery, assessment methods, assessment evidence, recognition of prior learning, credit transfer, facilities, equipment, learning resources, or whether students are being assessed properly. TAC looks at possible RTO non-compliance. It does not simply re-mark work or change an individual result because a student disagrees with it. *Examples:* • *Leah is enrolled in a practical certificate course, but the RTO does not provide the equipment needed to learn or practise mandatory tasks in the training product.* • *Noah is marked competent in a unit even though no assessor observed him perform the required workplace tasks or collected enough evidence of his competence.* • *Mina gives the RTO evidence of previous equivalent training, but the RTO has no real process for considering recognition of prior learning or credit transfer.* • *A local employer finds that several graduates from a TAC-registered course were never trained in core safety procedures required for the work.*
Student information, marketing, learner agreements and promised services *Registration Standards 2025*	**You may make a complaint to TAC if a TAC-registered RTO gives unclear, inaccurate or misleading information about training, assessment, fees, support, course outcomes, work placements, delivery arrangements, or nationally recognised training.** You may also complain if the RTO does not provide services detailed in the learner agreement. *Examples:* • *Priya enrols after the RTO advertises that the course includes a mandatory work placement, but after enrolment the RTO says no placement is available.* • *Tom's employer pays for staff training after being promised on-site assessment visits, but the RTO only provides generic online materials.* • *Amira is told before enrolment that trainer support is available every week, but after paying fees she is told the course is self-directed and no trainer support will be provided.*

	• *A provider advertises a course as nationally recognised and suitable for a licensing outcome, but the course information given to students does not support that claim.*
Student support, reasonable adjustments, feedback, complaints and appeals *Registration Standards 2025*	**You may make a complaint to TAC if a TAC-registered RTO does not have fair, accessible or effective systems to support students to participate in training and assessment.** This can include concerns about student support, reasonable adjustments for disability, feedback systems, complaints handling, or appeals. If the issue is also discrimination, a discrimination complaint body may also be relevant, but TAC's role is to look at RTO compliance. *Examples:* • *Sam has a disability and asks for an adjustment to a practical assessment, but the RTO refuses to discuss any adjustment process or explain why an adjustment is not possible.* • *Aisha repeatedly asks how to appeal an assessment decision, but the RTO has no accessible appeal process and gives no written outcome.* • *Ben is falling behind in an online course because the trainer support promised before enrolment is never available.* • *An RTO's complaints process sends every student back to the same trainer whose decision they are trying to challenge, with no clear independent review step.* • *Omar lodges a complaint with his TAC-registered RTO about an assessment process, but the RTO does not acknowledge it, gives no clear timeframe, and never tells him how the complaint will be handled.* • *Mei appeals an assessment result, but the RTO does not record the appeal, does not explain the appeal process, and does not give her a written outcome.*
VET workforce, third-party delivery, mandatory reporting and provider governance concerns *Registration Standards 2025; Vocational Education and Training (General) Regulations 2009*	**You may make a complaint or raise a concern with TAC if information suggests a TAC-registered RTO is not being run in a way that protects students, training quality, regulatory integrity, or accurate reporting.** This can include concerns about trainer and assessor credentials, third-party delivery, unsafe or unsuitable training arrangements, poor governance, failure to manage risks, or failure to meet mandatory reporting obligations. *Examples:* • *A former trainer reports that a TAC-registered RTO is using assessors who do not hold the required training and assessment credentials.* • *A third-party business delivers the whole course for an RTO, but students are not told who is responsible and the RTO does not monitor the training.*

	• *Students in a practical course are sent to a training site where required safety equipment is missing and the RTO has not addressed the risk.* • *An RTO keeps enrolling students after losing the only qualified trainer for the course.* • *An RTO appears to be submitting inaccurate student activity data or has not submitted required AVETMISS data, quality indicators, or an annual declaration of compliance.* • *A contractor delivers assessments for a TAC-registered RTO, but the RTO does not check the contractor's assessment decisions or keep records showing students were properly assessed.* • *A former administrator says the RTO's student records show training was delivered even though classes were cancelled and students did not receive the training.*
Certification, records, training product and nationally recognised training integrity *Registration Standards 2025; Vocational Education and Training Act 1996 (WA)*	**You may make a complaint to TAC if there are concerns that a TAC-registered RTO has issued, recorded, represented, or used qualifications, statements of attainment, training products, student records, or the Nationally Recognised Training logo in a way that may breach VET requirements.** This is not for a simple replacement certificate request. It is for concerns that suggest a compliance or integrity problem. *Examples:* • *Kai receives a statement of attainment for units they never completed or were never assessed in.* • *An RTO uses the Nationally Recognised Training logo on certificates for a short course that is not nationally recognised.* • *A student's training record is changed after they complain, and the RTO cannot explain the change or produce assessment records.* • *A provider tells students they will receive a nationally recognised qualification, but the course being delivered does not match the training product on the RTO's scope.* • *A student receives a qualification from a TAC-registered RTO, but the transcript lists units they never enrolled in or completed.*
Unregistered or unauthorised RTO / nationally recognised training claims *Vocational Education and Training Act 1996 (WA)* s 58A	**You may report a WA organisation or person to TAC if they appear to be "purporting" to be an RTO, or claiming to deliver nationally recognised training, an approved VET course, or an approved qualification when they are not registered or authorised to do so.** TAC's complaints process can be used to report suspected purporting. *Examples:* • *A Perth business advertises a nationally recognised Certificate III, but it does not appear on training.gov.au as an RTO.*

	• *A provider says it is TAC registered, but the National Register shows it is not registered with any VET regulator.* • *A training company offers to issue a diploma after a one-day workshop even though that qualification is not on its scope.* • *A provider keeps advertising an approved VET course after being told it is not authorised to deliver that course.* • *A private training business says students will receive a nationally recognised qualification from a partner RTO, but it will not identify the RTO or show that it is authorised to deliver the course.*
Complaints or feedback about TAC services, policy, practices, or conduct connected to TAC services	**You may make a complaint or give feedback about TAC's own services, policy or practices.** If the concern is about the conduct of staff or contractors performing TAC services, the complaint is made through the Department of Training and Workforce Development because it is the employing authority. *Examples:* • *Jordan says TAC did not explain why their RTO complaint was outside jurisdiction.* • *An RTO says TAC's published service process was not followed during an application.* • *A student says TAC's complaint information was inaccessible and they could not understand what evidence was needed.* • *A complainant says a contractor performing TAC services behaved improperly during a call about their complaint.*

Step 2: What is the Jurisdiction of the complaints body?

Jurisdiction	Description
State	TAC has powers to receive and assess complaints under the law of Western Australia.
Geographical Scope	TAC registers providers delivering nationally recognised training to domestic students in Western Australia only, or in both Western Australia and Victoria only. TAC does not register or regulate providers in WA that deliver nationally recognised training to students in states other than WA and Victoria, including online delivery, or to international students on student visas.
Time Limitations	There is no general public time limit for lodging an RTO complaint to TAC. However, it is better to complain as soon as possible because TAC needs enough evidence to assess whether an investigation can proceed.

Exclusions	An RTO complaint process does not apply to: • refunds, • personal disputes between trainers and students, • employment arrangements between a trainer and their employer, • negative RTO staff behaviour such as bullying, harassment or intimidation, • issues outside the VET Act and RTO standards. These issues may still belong with another complaint body or legal pathway; or • RTOs not registered with TAC.
Exercise of discretion	If the complaint is outside TAC's jurisdiction, TAC may explain why and identify referral options to another agency if appropriate. Out-of-jurisdiction complaints may be referred to another body as appropriate.

Step 3: Who can you make a complaint against?

Respondent	Description
TAC-registered RTOs	You can complain about an RTO registered by TAC if the issue relates to that RTO's compliance with the Registration Standards 2025. TAC cannot investigate an RTO registered with ASQA or VRQA.
WA organisations or people claiming to be RTOs	You can report a WA organisation or person that appears to be claiming to be an RTO without proper registration. This kind of conduct is known as suspected 'purporting'.
WA organisations or people claiming to provide nationally recognised VET training or certification	You can report a WA organisation or person that appears to be claiming to provide nationally recognised training, a VET qualification, certification, or a training product when they are not registered or authorised to do so.
TAC itself	You can complain or give feedback about TAC's own services, policy or practices. This is separate from a complaint about an RTO.
Exclusions	TAC does not handle complaints about RTOs registered with ASQA or VRQA. It also does not handle complaints about organisations that are not RTOs and are not making unauthorised nationally recognised training claims. Complaints about staff or contractors performing TAC services are handled through the Department of Training and Workforce Development, not as a TAC complaint pathway.

Step 4: Are you eligible to make a complaint?

Eligibility	Description
Who can make a complaint?	Anyone can make a complaint to TAC.
Pre-requisite steps	In most cases, you should first use the RTO's own complaints and appeals process. TAC asks for evidence of attempts to resolve the issue through the RTO's complaint process. If you have not complained to the RTO first, you will be referred back to the RTO. Before lodging with TAC, check training.gov.au to confirm whether the RTO's registration manager is TAC. If the RTO is registered with ASQA or VRQA, complain to that regulator instead.
Can complaints be made on behalf of someone?	A representative may complain for someone else, but they may need the student's consent. If the student is over 18, TAC's complaint form requires the student to lodge the complaint directly or provide written consent for someone else to lodge it for them.

Step 5: What remedies are available at this body?

Power	Description
Remedial action by the RTO	If TAC identifies a compliance issue, the RTO may take action to fix the problem. This could include changing its training, assessment, student support, complaints, appeals, information, records, third-party oversight or governance practices. TAC recognises remedial action by the training provider as a possible complaint outcome.
An offer by the RTO to resolve the complaint issues	An RTO may make an offer to resolve the complaint issues. This may help you, but TAC does not guarantee that the RTO will provide your preferred personal outcome.
Compliance improvement	A complaint may lead to changes that improve the RTO's compliance with the Registration Standards 2025. This can include improvements to feedback, complaints and appeals systems, because the 2025 Standards require RTOs to handle feedback, complaints and appeals fairly and efficiently and to use them for continuous improvement.
Audit of the RTO	If TAC verifies or identifies possible non-compliance, TAC may endorse the commencement of an audit. If an audit identifies non-compliance, the RTO may need to address the findings and provide evidence that the issue has been fixed or is being managed. TAC's post-audit process includes reporting and follow-up activities after an audit.

	If an audit finding is disputed by the RTO or applicant, TAC has a separate dispute audit findings process. This is not a remedy for you as a complainant, but it may affect how an audit finding is resolved.
Sanctions or regulatory action	TAC may take regulatory action where appropriate. TAC's sanctions policy explains the grounds on which sanctions can be applied, the types of sanctions available under the VET Act, and the procedure for applying sanctions.
Conditions, restrictions, suspension or cancellation of registration	TAC's statutory powers include varying, suspending or cancelling registration, ordering that a provider must not operate in WA, and imposing conditions restricting a provider's operations in WA. These are regulatory outcomes, not guaranteed outcomes for an individual complainant.
Action about course accreditation	TAC can accredit VET courses and vary, suspend or cancel the accreditation of a TAC-accredited VET course. This may be relevant where a complaint reveals a problem with an accredited course, but it is a regulatory outcome and not an individual remedy.
Action about approved VET qualifications	TAC may cancel an approved VET qualification or prescribed VET qualification conferred by a registered training provider if TAC is satisfied it was conferred by mistake, on the basis of false or misleading information, or in contravention of the VET Act. This is a limited statutory power and will only be relevant in specific qualification-integrity situations.
Action about unauthorised RTO or nationally recognised training claims	If a WA person or organisation is claiming to be an RTO, or claiming to deliver nationally recognised VET training or qualifications without being registered or authorised, TAC may take regulatory action within its VET regulatory role. TAC can receive complaints about suspected "purporting".
Regulatory risk management and future monitoring	TAC may use complaint information to inform future monitoring, audits, compliance activity and regulatory decisions about an RTO. This may not produce an immediate individual outcome, but it can affect how TAC regulates the provider. TAC's risk framework supports the use of risk information in regulating and quality-assuring WA's VET sector.
Exclusions	TAC's complaint pathway is **not mainly a personal remedy pathway**. TAC does not usually provide: • compensation, • damages, • refunds, • employment remedies, • discrimination remedies, • legal advice, • or a guaranteed re-mark of an assessment. If you want those outcomes, you may need another complaint body, legal advice, or a court or tribunal pathway.

Step 6: Preparing your complaint. What should it include?

Requirement	Description
Format	You can make a complaint in writing or over the phone.
Personal Details	Prepare your name, organisation if relevant, contact details and address. TAC's process depends on being able to communicate with you and assess the evidence. Explain whether you are a student, parent, employer, industry participant, RTO staff member, representative, or another person with relevant information. This helps TAC understand why you are raising the complaint.
Respondent's Details	Include the RTO's name, RTO number if known, trading name if relevant, contact details, course or qualification details, and evidence that TAC is the registration manager. TAC will ask you to check the National Register before lodging.
Relevant Facts	Explain what happened clearly. Include dates, course name, qualification or unit details, trainer or assessor names if relevant, delivery mode, location, what was promised, and what actually occurred. TAC assesses whether there is enough evidence to support an investigation into allegations within its scope. Include documents such as the learner agreement, enrolment documents, course advertising, emails, assessment records, certificates, statements of attainment, screenshots, complaint correspondence with the RTO, and the RTO's response. TAC may close a complaint if there is not enough evidence to progress it. You can explain what you want to happen, but the requested outcome should be realistic. TAC's role is regulatory. It may not be able to order a refund, compensation, re-marking, or another personal remedy.
Accessibility or communication needs	Include any communication needs, support needs, or preferred contact method. TAC's process is based on accessibility, responsiveness, objectivity, procedural fairness and confidentiality.
What NOT to include	Do not include false or misleading statements.
Additional information you need to know	If you are complaining for someone else, prepare any consent or authority needed. For a student over 18, TAC's complaint form requires the student to lodge directly or provide written consent for another person to lodge for them.

Step 7: Lodging your complaint and next steps.

Step	Description

Where to lodge your complaint	• **Online form:** click here • **Email:** taccomplaints@dtwd.wa.gov.au • **Post:** Department of Training and Workforce Development Locked Bag 16 Osborne Park DC 6916 • **Telephone:** 08 9224 6510
Acknowledgement	TAC aims to acknowledge a complaint and assign a complaint handling officer within two working days.
Initial review	TAC aims to undertake an initial review and advise you and the respondent whether the complaint falls within TAC's jurisdiction within 10 working days of receiving all supporting evidence.
Request for more information	TAC may contact you to confirm the complaint details and request more information. It checks whether there is enough evidence to support a complaint investigation within scope.
Complaint investigation	If there is enough evidence, the matter may progress to investigation. The training organisation may be formally advised of the complaint and asked to provide a formal response and evidence.
Assessment of evidence	TAC assesses the evidence from you and the training provider and forms a view about whether the complaint is verified and supported by evidence.
Outcome notification	TAC advises you verbally where possible and in writing of the decision, any further action to be taken, and that the complaint has been resolved.
Timeframe for finalising complaints	Where an audit is not required, TAC aims to investigate and finalise all complaints within 90 working days of lodgement.
Possible closure outcomes	A complaint may be closed because it is outside jurisdiction, there is insufficient evidence, the RTO has taken remedial action, the RTO has made an offer to resolve complaint issues, or verified non-compliance has led to an audit.

Step 8: Post-complaint – what if you are not happy with the outcome of your complaint?

Avenue	**Description**
Internal handling concern — Director, Training Regulation	If you are not satisfied with the handling of your complaint, you may contact the Director, Training Regulation through taccomplaints@dtwd.wa.gov.au. This is about complaint handling. It is not a guaranteed merits review of the RTO complaint outcome.

Separate statutory appeal — WA State Training Board	You may appeal to the WA State Training Board against certain TAC decisions made under sections 58B, 58C or 58E of the VET Act. This is limited to specific TAC regulatory decisions, such as registration, sanctions, scope of registration, course accreditation, or cancellation of an approved VET qualification. It is not an ordinary appeal for every RTO complaint outcome. Appeals must be in writing and lodged with the Office of the State Training Board at ostb@dtwd.wa.gov.au within 21 days of the date you were notified of TAC's decision. The appeal must identify the guideline or criterion TAC allegedly applied wrongly or failed to apply. If the appeal is allowed, the matter is referred back to TAC for reconsideration. If the appeal is not allowed, the appeal is disallowed. The appeal decision is final.
Separate regulator pathway — ASQA or VRQA	If TAC cannot handle the complaint because the RTO is registered with ASQA or VRQA, the complaint should be made directly to the relevant regulator.
Separate staff or contractor conduct pathway — Department of Training and Workforce Development	If the issue is about the conduct of staff or contractors performing TAC services, it should be made through the Department of Training and Workforce Development. This is not a TAC complaint pathway for this factsheet.
Separate legal or consumer pathway	If you want compensation, a refund, contract remedies, or legal advice, TAC's RTO complaint process may not be enough. TAC's process is regulatory and may not provide the personal remedy you want.

Step 9: Other bodies that handle education and training-related complaints

Complaint body	Description
Australian Human Rights Commission	The Australian Human Rights Commission (AHRC) can handle complaints about discrimination that occurs in employment, education, the provision of goods and services, accommodation, sport or the administration of Commonwealth laws and services. If you have experienced discrimination, bullying or harassment on the basis of your sex, disability, race, age or sexual preference, the AHRC may be able to help. There are also State Government discrimination complaint bodies who may also be able to assist.
Office of the Australian Information Commissioner	The Office of the Australian Information Commissioner (OAIC) can handle complaints about the way personal information has been handled by Australian Government agencies and some private organisations. The OAIC can also review freedom of information decisions that are made by Australian Government agencies and ministers.

	There are also State Government privacy and information complaint bodies who may also be able to assist.
National Anti-Corruption Commission	The National Anti-Corruption Commission (NACC) handles complaints about serious or systemic corruption in the Australian Government public sector. WA corruption or misconduct bodies may also be relevant for WA public sector corruption or misconduct concerns.
Australian Skills Quality Authority	The Australian Skills Quality Authority (ASQA) is the national VET regulator. ASQA may be the right body if the complaint is about an ASQA-registered RTO, a provider delivering nationally recognised training across multiple states, online training to students outside WA and Victoria, or training for international students on student visas. ASQA also suggests the National Training Complaints Hotline for people who need help working out where a training complaint should go.
National Training Complaints Hotline	The National Training Complaints Hotline is a referral service for complaints about vocational education and training. It can help people work out which authority should handle their training complaint, including where it is unclear whether TAC, ASQA, VRQA, a state training body, or another pathway is more appropriate.
WA State Training Board	The WA State Training Board may handle appeals against certain TAC regulatory decisions. This is not a general complaint pathway for students. It is mainly relevant where a person or RTO wants to appeal a specific TAC decision that is appealable under the VET Act or related TAC appeal policy.
Department of Training and Workforce Development	The Department of Training and Workforce Development may be relevant for complaints about staff or contractors performing TAC services, because the Department is the employing authority for those staff and contractors. It may also be relevant for broader WA training system issues that are not complaints about TAC-registered RTO compliance.
Ombudsman Western Australia	Ombudsman Western Australia may handle complaints about the administrative actions of WA public authorities. This may be relevant if the complaint is about how TAC or a WA Government department handled a matter, rather than about the RTO itself.
Equal Opportunity Commission WA	The Equal Opportunity Commission WA can handle complaints about discrimination, harassment and victimisation under WA discrimination law. It may be relevant if a person was discriminated against by an RTO, training provider, staff member or education service in WA.
Consumer Protection WA	Consumer Protection WA may be relevant if the issue is mainly about refunds, contracts, misleading conduct, fees, payment disputes, or consumer rights. TAC's role is regulatory and it does not usually provide personal refund or compensation remedies.

WorkSafe WA	WorkSafe WA may be relevant if the issue involves work health and safety risks during training, work placements, apprenticeships, traineeships or practical learning environments. TAC may still be relevant if the safety issue also suggests RTO non-compliance.
Fair Work Ombudsman	The Fair Work Ombudsman may be relevant if the issue is about wages, underpayment, employment conditions, unpaid work, sham arrangements, or workplace rights. TAC is not an employment dispute body.
Legal Aid WA	Legal Aid WA may be able to provide legal information, advice or referrals for people who need help understanding their rights, especially where the issue involves money, contracts, discrimination, employment, court action or other legal rights.
Additional information you need to know	One issue may involve more than one pathway. For example, poor assessment by a TAC-registered RTO may go to TAC, while a related refund dispute may need Consumer Protection WA or legal advice. Discrimination may need the Equal Opportunity Commission WA or AHRC as well as TAC if the same facts also show an RTO compliance problem.

Need help preparing or pursuing your complaint?

Below are organisations that may be able to help you to make your complaint, provide support or advocacy during the complaint process or give you more information.

Organisation	Contact Details	How they can help
Training Accreditation Council	Website: https://www.wa.gov.au/organisation/training-accreditation-council Email: taccomplaints@dtwd.wa.gov.au Telephone: 08 9224 6510	Can provide information about TAC's complaints process, whether the issue appears to fall within TAC's role, and how to lodge a complaint about a TAC-registered RTO or TAC services.
Translating and Interpreter Service	Website: www.tisnational.gov.au Telephone: 131 450	Provide support to people if English is not their first language.
National Relay Service	Website: www.accesshub.gov.au	Provides a range of services to support people who are deaf or have a hearing or speech impairment to communicate.
National Information Service	Website: https://humanrights.gov.au Telephone: 1300 656 419	Provides information and referrals about discrimination and human rights complaints handled by the Australian Human Rights Commission.
National Training Complaints Hotline	Website: https://www.dewr.gov.au/national-training-complaints-hotline	Can help people work out where a vocational education and training complaint should go. This may be useful if the person is unsure whether TAC, ASQA, VRQA or another body is responsible.
Legal Aid WA	Website: https://www.legalaid.wa.gov.au	May provide legal information, advice or referral, especially where the person wants compensation, a refund, contract remedies, discrimination advice, employment advice or

		help with legal proceedings.
Circle Green Community Legal	Website: https://circlegreen.org.au	Provides legal help in areas including employment, tenancy, migration and family and domestic violence. It may be useful where the training issue overlaps with employment, placement, visa or housing problems.

Self-help tools and additional resources

Resource	How this helps
Call It Out	Online register for racism/discrimination experienced or witnessed towards First Nations Australians. Not an official complaints body.
Complaints against Registered Training Organisations — TAC	Explains when TAC may handle a complaint about a TAC-registered RTO and what a person should do before lodging with TAC.