



COMPLAINTS AND FEEDBACK

LET US KNOW WHAT IS IMPORTANT TO YOU

OUR COMPLAINTS AND FEEDBACK POLICY

VERTO is committed to providing high quality service to all of our clients. To achieve this standard, we need your feedback so we can continuously improve our services.

HOW DO YOU RAISE A COMPLAINT OR GIVE FEEDBACK?

- Speak to your trainer, consultant or the program coordinator
- Contact the program's Service Manager at VERTO
- Contact the VERTO Chief Operating Officer
- Speak directly to the program funding body customer relations hotline

HOW DO WE MANAGE THE COMPLAINTS PROCESS?

- We document your concerns
- We investigate your complaint thoroughly
- We keep you informed of the progress of your complaint
- Options are identified to find a satisfactory solution to the issue
- If appropriate, we make system or process improvements to address the cause of the complaint

OUR CONTACT DETAILS

Your trainer, consultant or program coordinator can be contacted through your local VERTO office.

VERTO's Service Managers or Chief Operating Officer can be contacted through the following channels:

PHONE: 1300 4 VERTO

EMAIL: CUST-SERV@VERTO.ORG.AU

POST: PO BOX 1481 BATHURST NSW 2795

OUR FUNDING BODIES

If you would like to discuss your concerns directly with the program funding body, please contact the relevant external customer relations hotline:

- Department of Employment National Customer Service Line on **1800 805 260**
- Australian Apprenticeships Referral Line on **13 38 73**
- Fair Trading NSW (Tenants' Advice and Advocacy Service) on **13 32 20**
- Complaints Resolution and Referral Service (Disability Employment Services and Transition to Work) on **1800 880 052**
- National Disability Coordination Officer Program Hotline on **13 33 97** or email **ndco@education.gov.au**
- State Training Services (STS) Customer Service Officers on **1300 772 104**
- National Training Complaints Hotline on **13 38 73** or email **skilling@education.gov.au**

"At VERTO, we greatly value feedback from all members of the public. It's important we know what we do well and how we can improve, so we can continue to be a quality service provider."

Ron Maxwell, Chief Executive Officer

