



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





PROTECTING YOUR PRIVACY

SAFEGUARDING YOUR PERSONAL INFORMATION

OUR PRIVACY STATEMENT

VERTO is committed to protecting your privacy and the privacy of the personal information you provide. We collect a range of information to ensure our services meet your needs and to meet our contractual obligations with the government bodies that fund our services.

Depending on the services you access, your personal information may assist us to help you secure employment, training, and access advice and support. This information also ensures accurate records are kept regarding your apprenticeship, traineeship, assessment or training courses.

We abide by the Privacy Act 1988 including the 13 Australian Privacy Principles (APPs) as outlined in the *Privacy Amendment (Enhancing Privacy Protection) Act 2012*.

VERTO only collects information necessary to deliver services to you and commits to use this information solely for the purposes contained in the Privacy Collection Notice provided and explained to you upon enrolment, entry or registration.

All personal and sensitive information is securely stored and we will seek your written permission before sharing this information. Please note that if VERTO is required by law to release information about you, we must co-operate fully.

WHEN DO WE COLLECT YOUR INFORMATION?

- Upon enrolment, registration, sign-up or entry into a program or course.
- During your participation in our programs and training, including assessment results, employment history and other personal data disclosed by you.
- When you send us an email, your email address and information included in the email are collected.

WHAT HAPPENS IF YOU DO NOT PROVIDE INFORMATION AS REQUESTED?

You may choose not to provide us with information, however it may effect our ability to deliver services to you.

WHO DO WE DISCLOSE YOUR PERSONAL INFORMATION TO?

If we need to disclose your personal information to a third party you will be asked to sign a Privacy Collection Notice and Consent to Release. Only relevant information will be released. Training or Tenants' Advice and Advocacy Service information may be released for statistical and/or state and national reporting purposes.

HOW DO WE KEEP YOUR INFORMATION SECURE?

- Documents containing personal information are kept in locked cabinets or in secure, access controlled offices.
- Computer systems are password protected.
- VERTO staff comply with employee confidentiality agreements.

HOW CAN YOU ACCESS OR UPDATE YOUR PERSONAL INFORMATION?

Please contact our Privacy Officer if you would like to access, update or you have any concerns about our management of your personal information.

Write to:

**The Privacy Officer,
VERTO**

**PO Box 1481
Bathurst NSW 2795**

Or phone **1300 4 VERTO**

If you have a privacy complaint you may also contact the Australian Privacy Commissioner at the Office of the Australian Information Commissioner (OAIC).

Phone **1300 363 992** or email **enquiries@oaic.gov.au** or visit **www.oaic.gov.au**



VERTO has been certified by BSI to ISO 9001 Quality Management under certificate number FS 607081

**VERTO'S PRIVACY
POLICY IS AVAILABLE
AT VERTO.ORG.AU**