

SMART AND SKILLED CONSUMER PROTECTION PATHWAY

To contact Training Services
NSW go online at
www.training.nsw.gov.au or
call 1300 772 104
or visit a local Training
Services NSW regional office



**HERE IS WHAT TO DO
IF YOU HAVE A
COMPLAINT**

**LODGE YOUR COMPLAINT
WITH STUDENT SERVICES
USING COMPLAINTS FORM**

**NATIONAL MANAGER REVIEWS
COMPLAINT, INVESTIGATES AND
INFORMS YOU IN WRITING OF THE
OUTCOME**

**ARE YOU SATISFIED WITH THE
OUTCOME**

YES

NO

**SMART AND SKILLED
DISPUTE RESOLUTION
PROCESS FOLLOWED**

**CONTACT
TRAINING
SERVICES NSW**

**CUSTOMER QUERY
RESOLVED OR MORE
FORMAL PROCESS
FOLLOWS**

**HAVE YOU
SPOKEN
WITH OUR
CONSUMER
PROTECTION
OFFICER?
CALL LISA
WHITE ON
9791 6555**

To lodge a complaint with
Training Services NSW go
online at:
trainingservices.nsw.gov.au/buid/online_forms/general_enquiry/form.html