

QUESTION ON NOTICE

No. 624

asked on 25 May 2021

MR M CRANDON ASKED THE MINISTER FOR EMPLOYMENT AND SMALL BUSINESS AND MINISTER FOR TRAINING AND SKILLS DEVELOPMENT (HON D FARMER) —

QUESTION:

With reference to the Queensland Training Ombudsman—

Will the Minister advise the longest time taken to resolve a complaint in the 2019-20 financial year?

ANSWER:

The Office of the Queensland Training Ombudsman (OQTO) provides a free, confidential and independent service to review and resolve enquiries and complaints from everyone involved in the Queensland VET system.

The longest time the OQTO took to resolve a complaint in the 2019-20 financial year was 217 days.

This complaint was received from an employer in relation to an RTO.

The OQTO investigated the complaint and assisted the employer. The complainant was satisfied with the actions taken by the Office of the Queensland Training Ombudsman.

All complaints made to the OQTO are investigated, with over half of all complaints being resolved within 30 days.