



**CVGT Employment
& Training Specialists**

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Resolving Complaints

www.cvgt.com.au

RESOLVING COMPLAINTS

CVGT believes that successful customers and successful communities create a successful Employment and Training Company.

Our focus is on providing the highest industry standard of customer service, which is why we want to know if you have experienced service that has not met your expectations.

There are three ways you can tell us about the issues prompting your complaint:

Speak to a CVGT staff member directly or ask to speak with their Manager;

Complete the Customer Feedback Register available at reception at all CVGT sites;

Complete the Customer Feedback Form available online at www.cvgt.com.au

OUR HANDLING OF YOUR COMPLAINT

CVGT aims to solve complaints as quickly as possible. If our staff cannot resolve the complaint issue quickly, we will contact you and keep you informed of our progress and how long we expect resolution will take.

FURTHER HELP IS AVAILABLE

If you are not satisfied with the handling of your complaint by CVGT, or with the outcome of our investigation, you may wish to contact:

DEEWR

For Department of Employment, Education and Workplace Relations
Workplace Infoline 1300 363 264

OTTE

For Office of Training & Tertiary Education programs
National Training Complaints Hotline: 1800 000 674

COMMONWEALTH OMBUDSMAN'S OFFICE

9am—5pm Monday to Friday
Local Call: 1300 362 072

Complaints can be in writing, by phone or by using the online complaint form at www.comb.gov.au/commonwealth/complaints