

TAFE QUEENSLAND – TOTAL COMPLAINTS RECEIVED FROM 1 JULY 2025 TO 30 JUNE 2026

|                                                    | Brisbane |               |                  | East Coast |               |                  | Gold Coast |               |                  | South West |               |                  | North    |               |                  | SkillsTech |               |                  | TAFE Online |               |                  | TOTAL |
|----------------------------------------------------|----------|---------------|------------------|------------|---------------|------------------|------------|---------------|------------------|------------|---------------|------------------|----------|---------------|------------------|------------|---------------|------------------|-------------|---------------|------------------|-------|
|                                                    | Domestic | International | Higher Education | Domestic   | International | Higher Education | Domestic   | International | Higher Education | Domestic   | International | Higher Education | Domestic | International | Higher Education | Domestic   | International | Higher Education | Domestic    | International | Higher Education |       |
| Total complaints received*                         | 343      | 20            | 4                | 84         | 1             | 0                | 97         | 1             | 0                | 46         | 0             | 0                | 78       | 0             | 0                | 116        | 3             | 0                | 36          | 0             | 0                | 829   |
| Total complaints resulting in further action **    | 177      | 18            | 4                | 56         | 1             | 0                | 39         | 1             | 0                | 26         | 0             | 0                | 58       | 0             | 0                | 69         | 2             | 0                | 18          | 0             | 0                | 469   |
| Total complaints resulting in no further action*** | 106      | 2             | 0                | 22         | 0             | 0                | 46         | 0             | 0                | 19         | 0             | 0                | 11       | 0             | 0                | 37         | 1             | 0                | 19          | 0             | 0                | 263   |

\*Some complaints remain open and ongoing

\*\*Includes substantiated and partially substantiated complaints

\*\*\* Includes unsubstantiated complaints