# **Smart and Skills Customer Officer Details**

United transport Solutions will make every effort to resolve any student complaints. If you have any complaints with regards to Smart and Skilled please contact the Customer Protection Officer:

* The CEO will be the designated Customer Protection Officer. Their role will be to handle all complaints and grievances and to ensure Consumer Protection contractual compliance with the Smart and Skilled Guidelines.
* Contact details are as follows:

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| --- | --- |
| **Name:** | Carlo Lauricella |
| **Phone:** | 0412411404 |
| **Email:** | carlo.lauricella@unitedtransport.net.au |
| **Postal Address:** | PO Box 4220, Shellharbour NSW 2529 |

## Smart and Skilled (Department of Industry) contact details

If you feel you cannot resolve an issue with us or would like more information about Smart and Skilled the contact details for the Department of Industry are as below.

Smart and Skilled Website; <https://smartandskilled.nsw.gov.au/>

Smart and Skilled Customer Protection Policy:

<https://www.training.nsw.gov.au/forms_documents/smartandskilled/contract/consumer_protection_strategy.pdf>

Smart and Skilled Contact Number: 1300 77 2104

For further details refer to the Customer Protection Policy

*This training is subsidised by the NSW Government*