



ACS Migration Skills Assessment Feedback Policy

1. Introduction

ACS welcomes positive feedback, complaints or expressions of dissatisfaction about Migration Skills Assessment policies, service quality or product delivery. ACS also welcomes suggestions on how we can improve our services.

Feedback and suggestions help ACS improve its products and services.

2. Feedback Policy

ACS endeavors to resolve feedback and complaints related to migration products and services and to improve services and customer experience. All feedback regarding migration skills assessments should be lodged via the Contact Us feature in the assessment portal. Applicants may log onto their ACS account and navigate to their application portal to find the Contact us feature.

Feedback relating to other ACS services or products may be logged via the [Contact us page](#) on the general website.

Feedback



- ACS uses general feedback to ensure the quality of all services delivered are elevated to delight customers.
- General feedback drives ACS to improve its customer experience across all engagement interactions.

Complaints



- ACS will respond to migration skills assessment complaints within 5 working days.
- ACS investigates the root causes of complaints to improve its processes and implement actions to prevent similar failures.
- ACS will endeavour to inform complainants of relevant actions undertaken as a result of their complaints.

Enquiries



- ACS will respond to enquiries related to active migration skills assessment applications within 5 working days.
- ACS uses enquiries and suggestions to improve customer experience, products delivered and service quality