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## Welcome



In April this year the Overseas Students Ombudsman turned four years old. With international student numbers growing and complaint numbers increasing, it is timely to review the issues and trends we've seen over that time as well as report on our **activities and outcomes** for this period.







Since our birthday, complaint numbers have continued to climb with the July to September quarter being our busiest ever and no slow-down in sight. Summaries of our **OSO four years of operation report** and our **quarterly report** are provided below.

Part of our role is to promote **best practice complaint handling**. For this reason we presented at a number of conferences and professional development events over the last few

months.

Read on, for more information about what we have been up to.

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## Four years young - complaint trends

Between April 2011 and April 2015, the Overseas Students Ombudsman received 2150 complaints and external appeals from overseas students originating from over 68 countries about more than a third of the private registered providers in our jurisdiction.

[Read more](#)

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## Four years young - issues and outcomes

Our top four complaint issues have remained steady over our first four years, as the chart below illustrates.

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## Quarterly report

With the number of international students rising across all education sectors, it is not surprising that the OSO is receiving more complaints and appeals.

In the July to September Quarter of this year the OSO received 230 complaints and external appeals concerning 280 issues. This represents a 23% increase on the April to June 2015 quarter and a 49% increase from the July to September quarter last year.

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## Have an ESOS question?

If you have a question about how to interpret or comply with the *Education Service for Overseas Students (ESOS) Act 2000* or the National Code, please contact the [ESOS Enquiry Line](#) within the Commonwealth Department of Education and Training through the [ESOS online enquiry form](#). It should be noted that the ESOS

Mailbox provides only general information and assistance to providers and students, and not specific or legal advice.

**[Read more](#)**

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## Outreach and engagement

In order to promote best practice complaint handling the OSO attended and participated in a number of conferences recently. This includes the Council for International Students Australia (CISA) conference in July, the Australian Council for Private Education and Training (ACPET) conference in August, the English Australia (EA) conference in September and the Australian International Education Conference (AIEC) in October.

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