

How we can help

How we can help you with your VET loan debt complaint

This fact sheet explains how we can help you, the student, with your complaint about your vocational education and training (VET) provider. It also explains what you need to do before contacting us.

The Commonwealth Ombudsman's Office

Does

- » Provide information to people who have an unexpected or incorrect student loan debt.
- » In most cases, assess the complaint-handling processes of current and former VET providers.
- » Give you reasons for our decision and provide information on what your options are if we decide not to investigate your complaint.
- » Act independently and impartially.
- » Report on systemic issues identified through our investigations.

Does not

- » Investigate every complaint that we receive.
- » Cancel or re-credit student loan debts.
- » Force a provider or liquidator to take action in the way a court can.
- » Act for providers or the students—we are impartial.
- » Give legal or taxation advice.

Who can we help?

We can help past and current students who have accessed the VET FEE-HELP or VET Student Loans programs and have a complaint about their loan debt or provider.

What do you need to do before contacting us?

For more information about how to lodge a complaint and what information you'll need to provide, read the [How to Raise a Complaint fact sheet](#).

Contact us

ombudsman.gov.au/vslo
1300 362 072

The Ombudsman has offices in:

- » Adelaide
- » Brisbane
- » Canberra
- » Melbourne
- » Perth
- » Sydney

If you know who your provider is

You should first make a complaint with your education provider. If you are dissatisfied with the outcome, you can contact us.

If you don't know who your provider is

If you know your Commonwealth Higher Education Student Support Number (CHESSN), go to studyassist.gov.au, click on 'myUniAssist' and follow the prompts.

If you do not know your CHESSN, you should call the Department of Education and Training's Student Enquiry Line on **1800 020 108** to find out these details.

What will we need from you?

We may ask you to provide the following information:

- your name, date of birth and contact details
- the name of your provider, your Student ID number and your CHESSN
- the date you enrolled in your course
- the date you lodged your complaint with your provider
- a copy of the written complaint you lodged with your provider
- a copy (or details) of your provider's response to your complaint
- the outcome you are seeking by approaching our Office.

How to contact us

Students or their authorised representative can contact our Office and lodge a complaint online at ombudsman.gov.au/vslo or call **1300 362 072**.

More information is available at ombudsman.gov.au.

Please note: This document is intended as a guide only. For this reason, the information should not be relied on as legal advice or regarded as a substitute for legal advice in individual cases. To the maximum extent permitted by the law, the Commonwealth Ombudsman is not liable to you for any loss or damage suffered as a result of reliance on this document. For the most up-to-date versions of cited Acts, please refer to the [Federal Register of Legislation](https://www.federalregister.gov/).