

Overseas Students Ombudsman

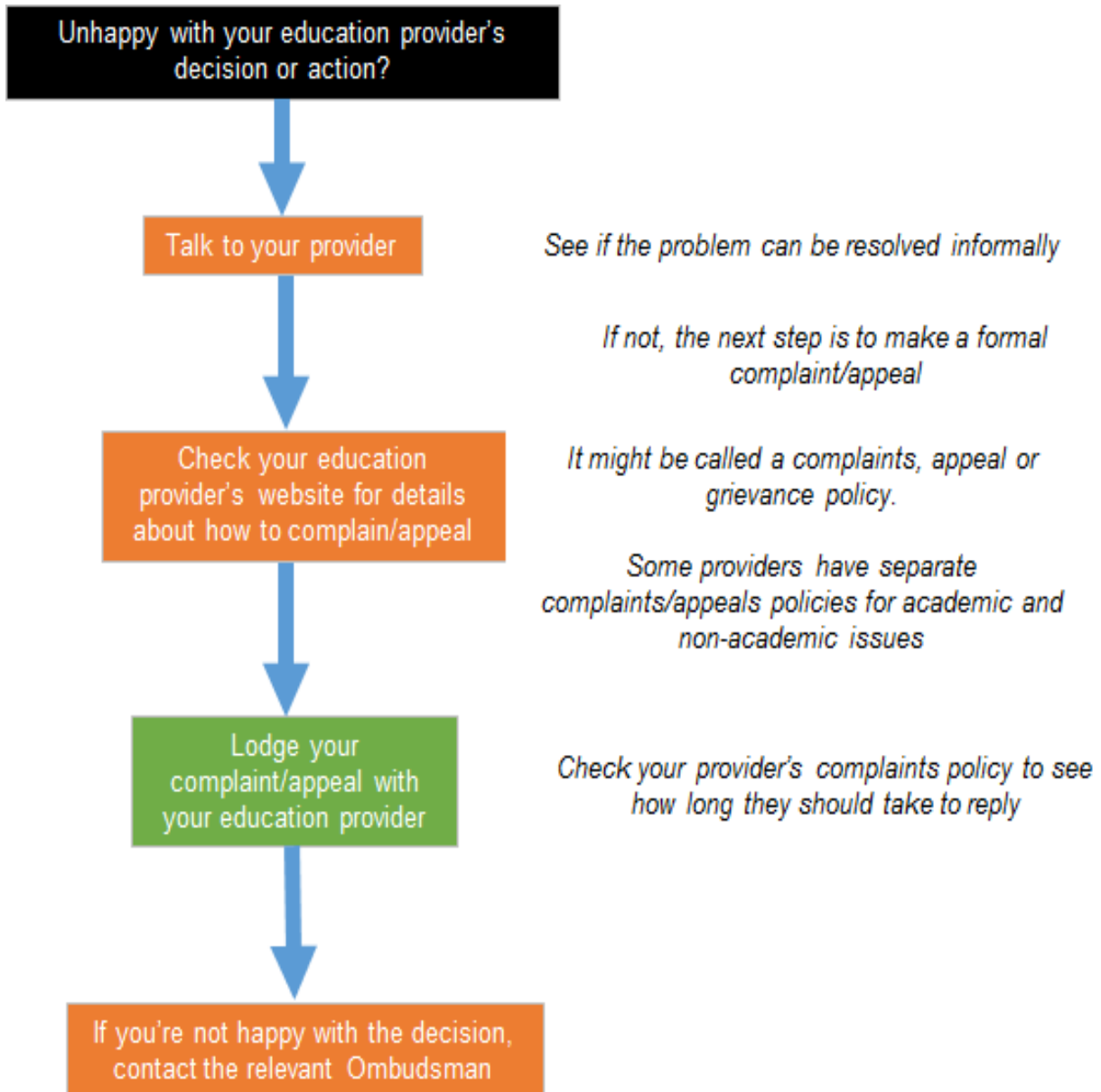
Tips for CISA Grievance Officers

Avoiding problems with your education provider

Follow these tips to protect your rights...

- Make sure you get a copy of your written agreement. Once signed it is your legal contract with your education provider for the course/s you are studying and includes very important information like your provider's refund policy.
- You may not be eligible for a refund once you start your course or if you cancel your course early and transfer to another provider. It depends on what your education provider's refund policy says. Make sure you know what your written agreement says about refunds.
- The written agreement might be called an 'enrolment agreement' or 'letter of offer'. Get your Overseas Students Health Cover (OSHC) card after you arrive in Australia, so that you have proof of your health insurance if you need to go to the doctor or hospital.
- Know your student visa conditions. www.border.gov.au/Trav/Stud/More/Visa-conditions/visa-conditions-students. This includes maintaining satisfactory course attendance and progress.
- Tell your provider if you change your address so you receive any important letters or emails from your provider. This is also a condition of your student visa.
- Talk to your provider if you are having problems with your studies or in other areas of your life. Providers must give students information about support services available to help you with issues you may have during your studies.

Steps to making a complaint



How to make a complaint to your education provider

All education providers that teach international students *must* have a documented internal complaints and appeals process (Standard 8 of the National Code 2007) and must:

- Ensure their complaints and appeals policy is easily accessible
- Keep written records of complaints
- Acknowledge promptly, and keep students advised of progress
- Allow students to have a support person or representative
- Provide students with a written statement of the outcome, including details of the reasons for the outcome.

1) Identify the issue or issues you want to complain about.

2) Think about what your education provider could do to fix the problem.

3) Check your provider's website for their complaints and appeals policy. It should tell you how to make a complaint and who to send your complaint to. If you can't find this information on the website, ask your provider for a copy (they must give it to you).

4) Put your complaint in writing, even if you talk to your provider about it first. This way you have a record that you made a complaint, what issues you raised and what you asked to be done to resolve the problem.

- Describe the problem or decision you disagree with
- What happened? Who did what? Include details of relevant meetings or conversations
- When? Include dates and times
- What do you want done to fix the problem? Make sure what you are asking for is reasonable
- Include your name, student number and contact details
- Attach any relevant documents

5) Stay calm and be polite when making your complaint. Make it clear you are giving the provider a chance to fix a mistake or problem.

6) Keep records – keep copies of any letters or emails you send and receive. Make a note of any telephone conversations you have, including the name of the person you spoke to, the date and time. You may need to provide more information to support your complaint.

7) Don't give up! If nothing happens, phone your provider and ask about the progress of your complaint. Check their complaints policy to see how long you can expect to wait for an outcome.

8) Your provider should give you a written outcome and explain the reasons for its decision. If you do not receive a decision in writing with reasons, request it from your provider.

9) If your provider has not done anything with your complaint after a reasonable timeframe, or you are not happy with the outcome, consider contacting the Ombudsman.

Organisations that can help students to complain

Victoria: Study Melbourne - the Study Melbourne Student Centre (SMSC) is a 'one stop shop' where international students in Victoria can access a range of free support, information and welfare services.

www.studymelbourne.vic.gov.au/help-and-advice/support-services/study-melbourne-student-centre

New South Wales: Redfern Legal Centre International Students Legal Advice Service - International students in NSW can get advice about housing problems, fines, debts, car accidents, employment, discrimination, family law, domestic violence, and complaints about colleges or universities. They can also advise how these problems affect student visas.

<http://rlc.org.au/our-services/international-students>

Western Australia: The International Education Conciliator in Western Australia attempts to resolve disputes between international students and their education institutions through conciliation, mediation and dispute resolution processes.

www.des.wa.gov.au/internationaleducation/ieconciliation/

South Australia: The Training Advocate in South Australia - If you are an international student in South Australia, the Office of the Training Advocate can provide you with independent advice or guidance about all aspects of living, working or studying in South Australia. <http://www.trainingadvocate.sa.gov.au/home/international-students>

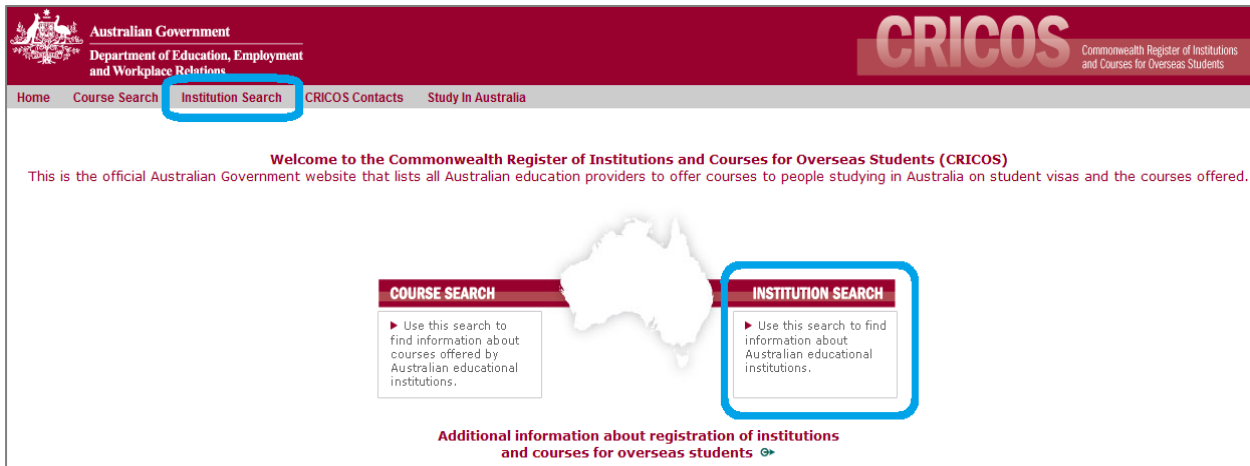
Queensland: Caxton Legal Centre inc. – CaxtonLegal centre runs a consumer law service. You can get advice about debts, consumer credit or problems with service providers including your education service provider.

<https://caxton.org.au/index.html>

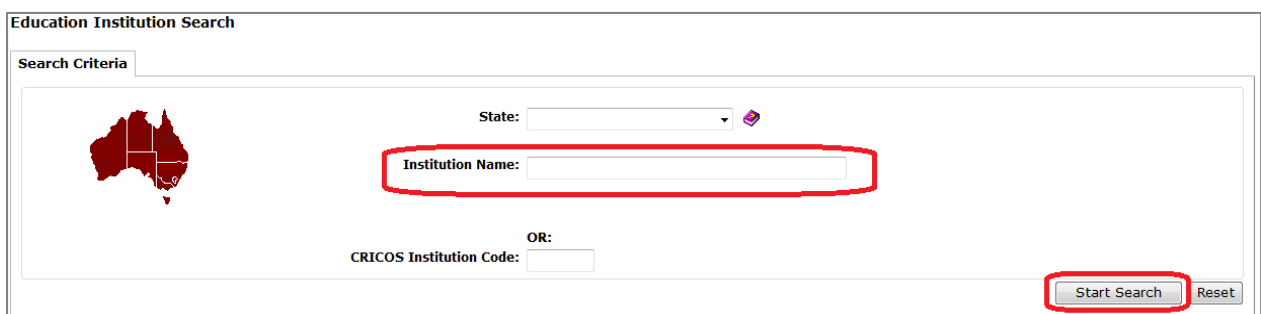
If the problem is still not resolved, contact the relevant Ombudsman

For complaints about education providers

1. Go to <http://cricos.education.gov.au/> and enter the provider's name in the "Institution Search" field:



2. Enter the education provider's name into to the "Institution Name" field and click "Start Search":



3. If the provider is 'private', the student can contact the Overseas Students Ombudsman if they have already complained to their education provider and are not satisfied with the outcome.

<http://www.ombudsman.gov.au/making-a-complaint/overseas-students>

Institution Details | Contact Details | List of Courses Offered by the Institution

CRICOS Provider Code: 02571D
Institution Trading Name: Central College; Metro English College, Universal International Colleges, UIC Sydney, Universal Business School Sydney (UBSS), FREE COLLEGE, Central College Online
Institution Name: Group Colleges Australia Pty Ltd
Institution Type: Private
Total capacity across all provider's locations: 5005
Website: www.gca.edu.au

Institution Postal Address: Locked Bag 7
REDFERN
New South Wales 2016

To display all courses at a particular location, please click on the location in the list below.

Location Name	State	Number of Courses
Central College (GCA Towers) (RTO Operations)	NSW	30
Metro English College (GCA Towers) (ELICOS Operations)	NSW	5
Universal Business School Sydney (Higher Education)	NSW	6


Map showing the location of the institution in Redfern, NSW.

4. If the provider is **'government'** it is public. This means the student should contact the State or Territory Ombudsman in their state/territory (see the list below)

Institution Details | Contact Details | List of Courses Offered by the Institution

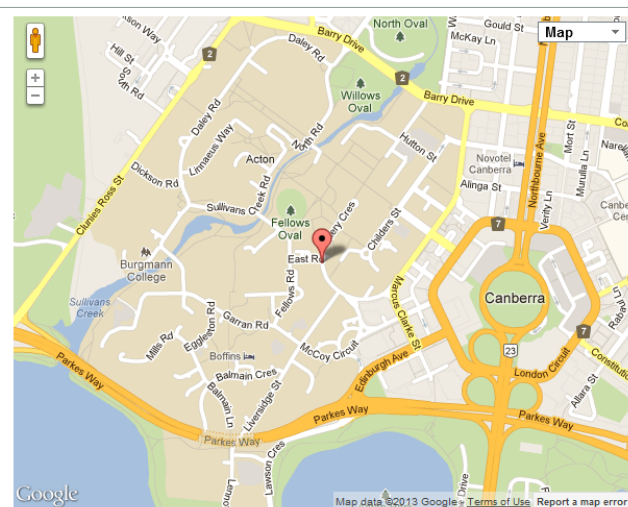
CRICOS Provider Code: 00120C
Institution Name: Australian National University (ANU)
Institution Type: Government
Total capacity across all provider's locations: 6000
Website: <http://www.anu.edu.au/>

Institution Postal Address: Division of Registrar and Student Services
Building X-005
The Australian National University
CANBERRA
Australian Capital Territory 0200



To display all courses at a particular location, please click on the location in the list below.

Location Name	State	Number of Courses
Australian National University	ACT	640



- ACT Ombudsman www.ombudsman.act.gov.au
- NSW Ombudsman www.ombo.nsw.gov.au
- Northern Territory Ombudsman www.omb-hcsc.nt.gov.au
- Queensland Ombudsman www.ombudsman.qld.gov.au
- South Australian Ombudsman www.ombudsman.sa.gov.au
- South Australian Training Advocate <http://www.trainingadvocate.sa.gov.au/>
- Tasmanian Ombudsman www.ombudsman.tas.gov.au
- Victorian Ombudsman www.ombudsman.vic.gov.au
- Western Australian Ombudsman www.ombudsman.wa.gov.au

For complaints about the **quality** of your course, teachers or training facilities, contact the **Australian Skills Quality Authority (ASQA)** www.asqa.gov.au or the **Tertiary Quality Standards Agency (TEQSA)** www.teqsa.gov.au

If your education provider owes you a **refund** but has **not paid** within four weeks, contact the **Tuition Protection Service (TPS)** www.tps.gov.au

If your **education provider has closed** and you need help finding a new provider or applying for a refund, contact the **Tuition Protection Service (TPS)** www.tps.gov.au

Who to contact about other issues

Work rights complaints, contact the **Fair Work Ombudsman (FWO)** www.fairwork.gov.au

Discrimination/racism complaints, contact the **Australian Human Rights Commission (AHRC)** www.humanrights.gov.au

Accommodation issues, contact Fair Trading or Consumer Affairs in your state or territory:

www.consumer.vic.gov.au/news-and-events/news-updates/international-student-renting-rights-news-alert

www.fairtrading.nsw.gov.au

www.qld.gov.au/law/fair-trading

www.accesscanberra.act.gov.au/app/answers/detail/a_id/2269/~~/fair-trading

Overseas Student Health Cover (OSHC) complaints about your health fund/insurer, contact the **Private Health Insurance Ombudsman (PHIO)**
www.ombudsman.gov.au/making-a-complaint/private-health-insurance

Student visa issues, contact the **Department of Immigration and Border Protection (DIBP)** www.border.gov.au

Immigration advice and assistance applying for a visa, contact a **registered migration agent**. To find an agent, see www.mara.gov.au (**Office of Migration Agents Registration Authority (OMARA)**)