



How to seek a review of your VET Student Loan or VET FEE-HELP complaint

This factsheet provides information about the options available to you if you disagree with a:

- decision we have made about your VET Student Loan complaint
- recommendation we have made about your VET FEE-HELP complaint under the [VET FEE-HELP Student Redress Measures](#) (the redress measures).

Complaints about VET Student Loan providers

We investigate complaints about problems that VET Student Loans students have with their provider in Australia. Our service is free, independent and impartial—we do not take sides.

We do not investigate every complaint that we receive. If we decide not to investigate your complaint, we will give you reasons for our decision and provide information on what your options are. When we do investigate your complaint, we will also provide you with an opportunity to comment before we make a final decision.

What to do if you disagree with our decision about your complaint

If you disagree with a decision we have made about your complaint, discuss the matter with the staff member who made the decision or write to them about it. This will give them an opportunity to reconsider your complaint and tell you whether they have affirmed their original decision or not.

If you are still not satisfied, you can ask us to review the decision. A request for review should be made in writing within three months of being told of our final decision using the [request for review form](#) available on our website. In your request, you should clearly identify why you believe the original decision was wrong, and provide any relevant supporting information or evidence that is relevant to the decision we made.

A review manager will consider your request. The review manager does not grant every request for review.

If the review manager does grant your request for review, the review will be conducted by an experienced officer who was not involved in the origination assessment of your complaint. This person is known as the review officer.

The review officer may:

- uphold the original decision
- change the original decision, or
- send your complaint back to the original dispute resolution officer or another officer for investigation, further investigation or a better explanation.

The review officer will tell you about the outcome of the review. We will only review a matter once.

Contact us

VET.ombudsman.gov.au

1300 362 072

GPO Box 442

Canberra ACT 2601

Contact us if you disagree with a decision we have made about your complaint

Under the redress measures, the Department of Education, Skills and Employment makes the final decision based on our recommendation

If you disagree with their decision, you will be able to seek a review

VET FEE-HELP Student Redress Measures

On 1 January 2019 the redress measures came into effect. The new measures provide a remedy for students who, due to the inappropriate conduct of their VET provider, incurred debts under the VET FEE-HELP loan scheme. We can receive applications under the redress measures up to 31 December 2020.

When we receive an application, we assess and investigate your complaint, and recommend that the Department of Education, Skills and Employment (DESE) either remove the debt in full or in part, or not to remove the debt.

What to do if you are unhappy with the recommendation we make

If you are unhappy with the recommendation we make, you can fill out a [request for review form](#) which you can find on our website. Your review request must clearly say why you believe our recommendation was wrong and provide relevant supporting information.

What to do if you are unhappy with the decision made by DESE

Under the redress measures, DESE makes the final decision regarding re-crediting of debts.

If you are unhappy with the decision made by the delegate of DESE, you can ask them to review their decision by following the instructions in the letter advising you of the decision. More information about your review and appeal rights is available at DESE's [website](#).

What to do if you are unhappy with our service

A request for a review of our decision is different to a complaint about our service. We take complaints about our service seriously, and these complaints are assessed by managers. If you are unhappy about the way we handled your complaint, the way our staff have behaved or about our policies and procedures, you should raise the issue with the staff member first. If you are still not satisfied, you can make a complaint about us using our [online complaint form](#) or by calling **1300 362 072**. Please note that due to the impacts of COVID-19 our phone service is now limited to 9:00am to 12:00 noon Australian Eastern Standard Time Monday to Friday.

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](#).