

Making a
complaint to the
Overseas Students
Ombudsman?



COMMONWEALTH
OMBUDSMAN



What is an Ombudsman?

An Ombudsman is a person who helps people who have problems with Australian businesses and government agencies. There are different Ombudsmen for different businesses and parts of government.

What does the Overseas Students Ombudsman do?

The Overseas Students Ombudsman investigates complaints about problems that overseas students have with private education and training in Australia.

The Ombudsman's services are free, independent and impartial—the Ombudsman does not take sides.

When should I contact the Ombudsman?

If you are not satisfied with a decision or action taken by your private registered education provider, you should ask about their internal complaints and appeals process.

If you complain to your provider, but you are not satisfied with the result, you can complain to the Ombudsman.

If the Ombudsman finds that your education provider has made a mistake or acted unfairly, we can ask them to fix the problem. Remedies might be:

- > an apology
- > changing or reconsidering a decision
- > providing better information
- > improving a policy or procedure
- > providing a refund
- > taking some other action.

What can I complain about?

You can complain about your provider if you believe they may not have followed the rules correctly or treated you fairly. Complaints might be about:

- > fees and refunds
- > provider transfers
- > course progress or attendance
- > cancellation of enrolment
- > incorrect advice given by an education agent who has an agreement with a private provider.

You can also complain if a provider has failed to take action or is taking too long to take some action.



Contact us

By phone

Call **1300 362 072** between 9am and 5pm (AEDT) Monday to Friday.

Online

Visit **www.ombudsman.gov.au**

In writing

GPO Box 442, Canberra ACT 2601

Services available to help you make a complaint

You can complain in your language. Call the Translating and Interpreting Service (TIS) on **131 450**. We will pay for the interpreter.

If you have a hearing, sight or speech impairment, a TTY Service is available through the National Relay Service on **133 677**.

THE OMBUDSMAN'S SERVICES ARE FREE