



Overseas Students Ombudsman

Student eNews



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Introducing the Overseas Students Ombudsman



Welcome to our first e-newsletter for overseas students.

Read on for helpful information, advice and tips.

Do you know

- how to avoid problems with your college?
- how to make a complaint if you need to?

More than 1,000 overseas students from 60 different countries have contacted the Overseas Students Ombudsman in the last two years. Learn from some of their stories.

For information about me - the Overseas Students Ombudsman - see my [Biography](#)

I hope the information in this newsletter helps you to have a positive experience studying in Australia.

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What does the Overseas Students Ombudsman do?

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.

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

[Read more](#)

What problems does the Overseas Students Ombudsman consider?

We can look at any decision, action or inaction of a private education provider in relation to an overseas student. For example...

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Overseas students we have helped...

Learn from other international students' stories.

[Read more](#)

Avoiding problems with your education provider

Sometimes we find we cannot help because an overseas student has not done something important. Follow these tips to protect your rights...

[Read more](#)

[FAQs for Students in English](#)

[FAQs for Students in 21 other languages](#)

[Make a complaint](#)

[OSO Publications](#)

How to deal with problems and make a complaint to your education provider

Follow these steps to try to resolve a problem with your education provider...

[Read more](#)

Who else can I contact for help?

If you have a problem you cannot resolve with your education provider, you can contact these complaint handling-bodies...

[Read more](#)

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