



# When will my VET FEE-HELP complaint be assessed?

This factsheet tells you how we are prioritising our VET FEE-HELP complaints under the [VET FEE-HELP Student Redress Measures](#) (redress measures) and provides guidance on our current timeframes.

## 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. No new applications can be received by our Office after that date.

### When will my complaint be assessed?

We began receiving complaints about VET FEE-HELP on 1 July 2017 when the VET Student Loans Ombudsman was established. However, before the redress measures we were not able to finalise certain complaints if a provider had closed and was unavailable. This resulted in a large number of complaints still to be assessed. We are now working through these under the redress measures.

To manage the large number of complaints we are working through them by provider. This means that it may take up to 12 months for your complaint to be assessed.

### What if I have to make a compulsory repayment?

While we work through the large number of complaints we continue our arrangement with the Australian Tax Office (ATO) to enable compulsory student repayments to be deferred. If you don't have a deferment in place while we are assessing your complaint and you would like to know more, you can email [vet@ombudsman.gov.au](mailto:vet@ombudsman.gov.au) or go to the [ATO website](#).

### Will I be kept up to date about the progress of my complaint?

We send updates by email to all complainants up to four times a year. When we begin assessing your complaint we will let you know by phone or email.

Please let us know if any of your contact details change. You can email us at [vet@ombudsman.gov.au](mailto:vet@ombudsman.gov.au) or phone **1300 362 072** (select option 2).

### Can I do anything to speed up the process?

To help us assess your complaint, we ask that you please provide as much information as possible. This may include:

#### Contact us

[ombudsman.gov.au](http://ombudsman.gov.au)  
1300 362 072

GPO Box 442  
Canberra ACT 2601

#### The Ombudsman has offices in:

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

**We have received a large number of complaints since July 2017 and have only been able to close them since January 2019**

**We are working through complaints by provider, from oldest to newest**

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- your story of what happened
  - copies of all documentation between you and the education provider, this may include
    - emails and any attachments
    - text messages
    - enrolment forms
    - advertising material
    - phone records

To provide us with information about your complaint, you can email [vet@ombudsman.gov.au](mailto:vet@ombudsman.gov.au). Please make sure you provide your full name and complaint reference number in your email.

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More information is available at [ombudsman.gov.au](http://ombudsman.gov.au).

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