

How we can help

How we can help with your VET loan debt complaint

This fact sheet explains how we can help students with your complaint about a vocational education and training (VET) provider. It also explains what you need to do before contacting us.

The Commonwealth Ombudsman's Office

Does

- » Provide information to people who have an unexpected or incorrect student loan debt.
- » Assess the complaint handling processes of current and former VET providers.
- » Give you reasons for our decision and provide information on what your options are if we decide not to investigate your complaint.
- » Act independently and impartially.
- » Support the deferral of your VET loan debt repayments to the ATO while we consider your complaint.

Does not

- » Investigate every complaint that we receive.
- » Cancel or re-credit student loan debts.
- » Force a provider or liquidator to take action in the way a court can.
- » Act for providers or the students—we are impartial.
- » Give legal or taxation advice.

Who can we help?

We can help past and current students who have accessed the VET FEE-HELP or VET Student Loans programs and have a complaint about their loan debt or provider.

What do you need to do before contacting us?

For more information about how to lodge a complaint and what information you'll need to provide, read the [How to Raise a Complaint fact sheet](#).

If you know who your provider is

You should first make a complaint with your education provider. If you are dissatisfied with the outcome, you can contact us.

Contact us

VET.ombudsman.gov.au
1300 362 072

GPO Box 442
Canberra ACT 2601

The Ombudsman has offices in:

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

The Commonwealth Ombudsman is impartial, independent and does not advocate for the student or the provider.

Investigations are conducted in private under our Act.

We provide an opportunity to comment before we make a final decision.

If you don't know who your provider is

If you know your Commonwealth Higher Education Student Support Number (CHESSN), go to <https://myhelpbalance.gov.au/>, click on 'For Students' and follow the prompts.

If you do not know your CHESSN, you should call the Department of Education, Skills and Employment's Student Enquiry Line on **1800 020 108** to find out these details.

What will we need from you?

We may ask you to provide the following information:

- your name, date of birth and contact details
- the name of your provider, your Student ID number and your CHESSN
- the date you enrolled in your course
- the date you lodged your complaint with your provider
- a copy of the written complaint you lodged with your provider
- a copy (or details) of your provider's response to your complaint
- the outcome you are seeking by approaching our Office.

How to contact us

Students or their authorised representative can contact our Office and lodge a complaint online at [VET.ombudsman.gov.au](https://vet.ombudsman.gov.au) or call **1300 362 072**.

More information is available at [VET.ombudsman.gov.au](https://vet.ombudsman.gov.au).

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](#).