

# 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.

### 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 needing 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. **If you live in a disaster-declared area and are directly affected by bushfires or other natural disasters, we will prioritise your complaint.**

### 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 anyone who has lodged a complaint, 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).

#### 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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## 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:

- 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).

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](#).