



# HOW THE COMMONWEALTH OMBUDSMAN CAN HELP YOU

## The Commonwealth Ombudsman:

- considers complaints from intending, current or former student visa holders about problems with private schools, colleges and universities (education providers) in Australia
- provides information about best practice complaint-handling to help private education providers manage internal complaints effectively, and
- publishes reports on problems and broader issues in international education that we identify through our investigations.

## Do you have a complaint?

International students enrolled with a private education provider have the right to make an internal complaint or appeal, and an external complaint to the Commonwealth Ombudsman.

**Step 1**      Talk to your education provider. It may be possible to resolve your complaint easily.

If your complaint isn't resolved:

**Step 2**      Make a formal complaint, or lodge a formal appeal. Your provider's policy should be easily found on their website.

If your complaint isn't resolved:

**Step 3**      Contact the Commonwealth Ombudsman.

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## For more information

Visit our website: [ombudsman.gov.au](http://ombudsman.gov.au)