

Overseas Students Ombudsman

NOVEMBER 2012

What is an Ombudsman?

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.

What does the Overseas Students Ombudsman do?

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

The Ombudsman's services are **free, independent and impartial** – the Ombudsman does not take sides.

When should I contact the Ombudsman?

If you are not satisfied with a decision or action taken by your private registered education provider, you should ask about their internal complaints and appeals process.

If you complain to your provider, but you are not satisfied with the result, you can complain to the Ombudsman.

If the Ombudsman finds that your education provider has made a mistake or acted unfairly, we can ask them to fix the problem. Remedies might be:

- an apology
- changing or reconsidering a decision
- providing better information
- improving a policy or procedure
- providing a refund
- taking some other action.

What can I complain about?

You can complain about your provider if you believe they may not have followed the rules correctly or treated you fairly. Complaints might be about:

- refusing admission to a course
- fees
- course or provider transfers
- course progress or attendance
- cancellation of enrolment
- accommodation or work arranged by your provider
- incorrect advice given by an education agent who has an agreement with your private provider.

You can also complain if a provider has failed to take action or is taking too long to take some action.

Refund complaints

If your provider owes you a refund but has not paid in the required timeframe, you can contact the Tuition Protection Service (TPS) for help. Visit www.tps.gov.au



Need an interpreter?

You can complain in your language. Call the Translating and Interpreting Service (TIS) on 131 450. We will pay for the interpreter.

Contact details (for information & complaints)

Web	www.oso.gov.au
Email	ombudsman@ombudsman.gov.au
Call	1300 362 072 (local call charge)* Enquiries 9am-5pm Monday to Friday
Fax	02 6276 0123
Postal	GPO Box 442, Canberra ACT 2601

* calls from mobile phones are charged at mobile phone rates

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