

Information for students who can identify an Australian provider

This information is for students who wish to complain about an education agent where the student **can** identify an Australian education provider they intended to enrol with or have enrolled with.

Complain to your education provider first

Students should contact the Australian education provider to resolve their case. Providers are required to have an internal complaints and appeals process in instances when issues cannot be informally resolved. Providers must respond to complaints about their education agents. Australian providers' contact details can be found on <http://cricos.education.gov.au/>.

In order for providers to help students easily, students should give as many of the following details as possible:

- evidence of a Confirmation of Enrolment (CoE) from the provider
- a letter of offer from the provider
- a written agreement with the provider
- any direct correspondence they have had with the provider through email or post
- evidence of payment to the agent or provider.

Your education provider should respond to your complaint

If a student lodges a complaint with the provider, the provider must start investigating the complaint within 10 working days and must take all reasonable steps to finalise the process as soon as practicable. The student must be given a written statement of the outcome, including details of the reasons for the outcome.

If the student is not satisfied with the outcome of the complaint or how it was handled, or the provider is unable to investigate the student's complaint, the student should let the provider know. The provider will refer the student to an external complaints and appeals process.

For private providers, the external complaints and appeals process is the Overseas Students Ombudsman. The Overseas Students Ombudsman can be contacted at: www.ombudsman.gov.au/making-a-complaint/overseas-students.

For public providers, the external complaints and appeals process is the state or territory ombudsman. Contact details of all Australian ombudsmen is available at www.ombudsman.gov.au/about/our-history/state-and-territory-ombudsmen.