

Restoring the student experience:  
connecting students to complaint  
resolution pathways



## Overseas Students Ombudsman (OSO)

- investigates complaints about problems that intending, current or former overseas students have 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
- publishes reports on problems and broader issues in international education that we identify through our investigations.

OVERSEAS STUDENTS OMBUDSMAN 

COMMONWEALTH  
OMBUDSMAN 

# Overseas Students Ombudsman (OSO)

Only education providers registered on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) can participate.

There are currently around 950 education providers participating in the scheme.

Students must first give the education provider a chance to fix the problem by following its complaints and appeals process.

If they remain dissatisfied they can contact us for assistance.

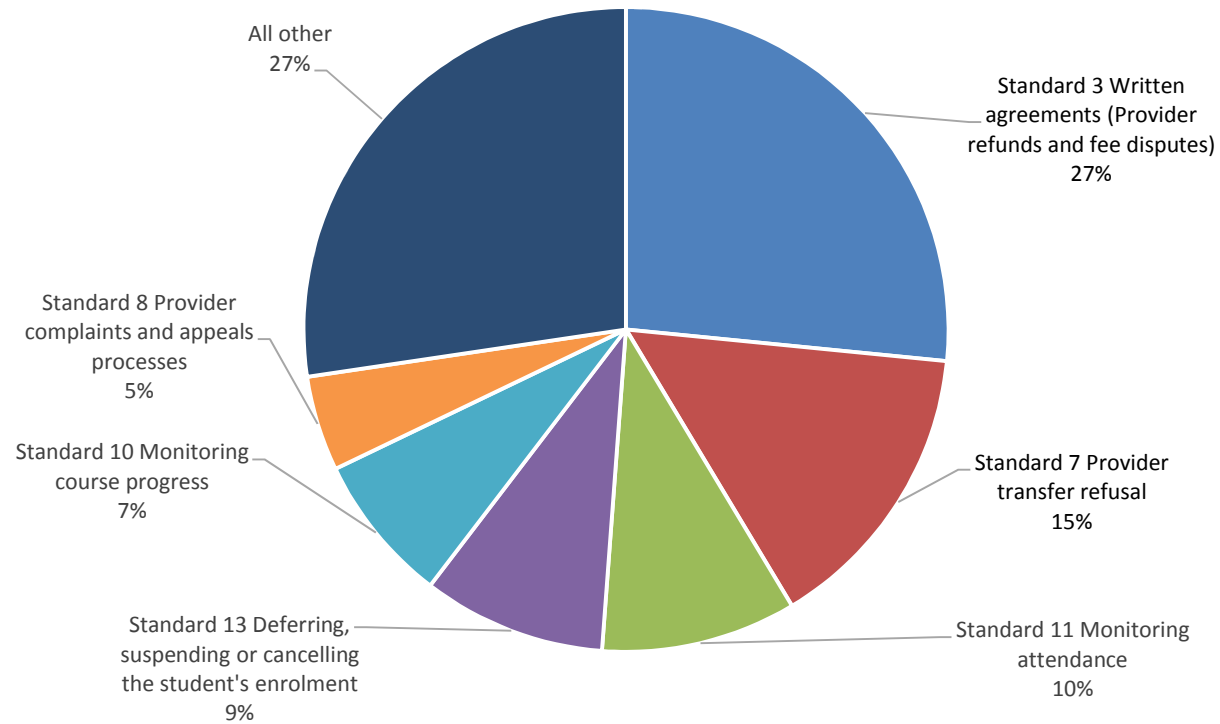
In 2015–16, we received almost 900 complaints and appeals



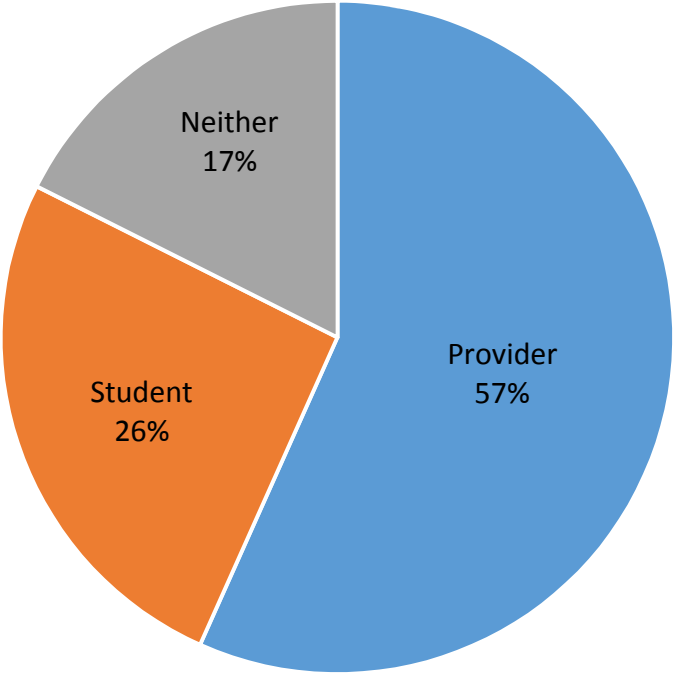
OVERSEAS STUDENTS OMBUDSMAN 

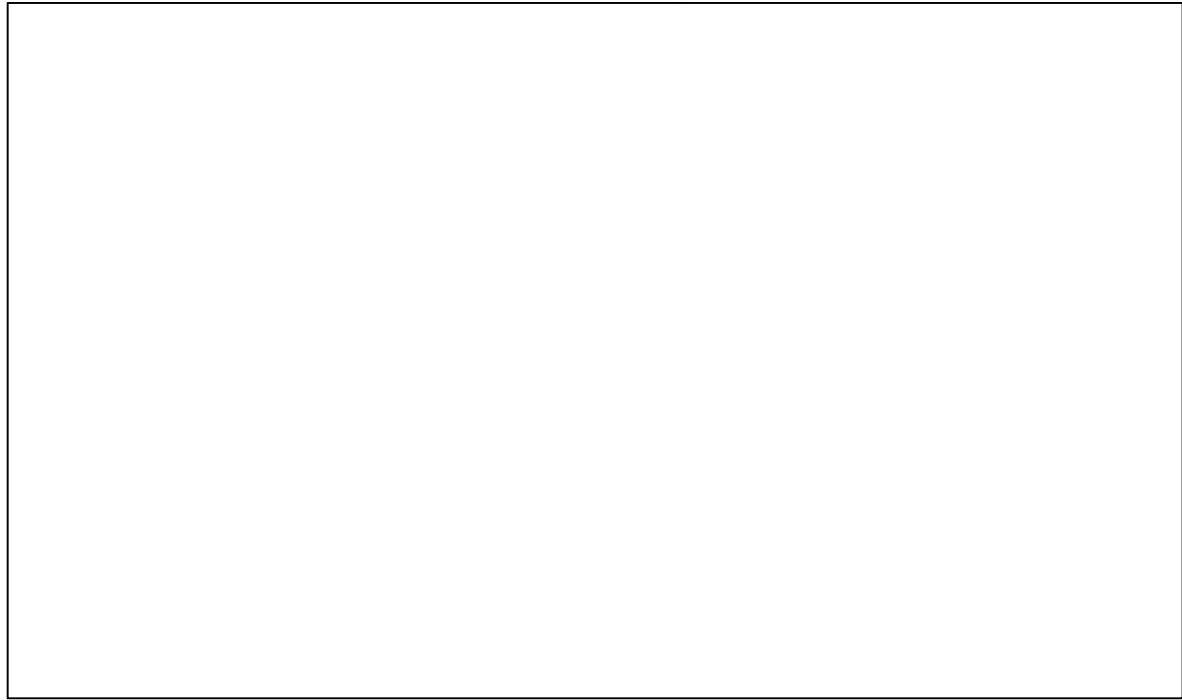
COMMONWEALTH  
OMBUDSMAN 

# OSO – Complaint Issues 2015-16



# OSO – Investigated Outcome Supported





OVERSEAS STUDENTS OMBUDSMAN 

COMMONWEALTH  
OMBUDSMAN 

FOR MORE INFORMATION

Watch our video by scanning the QR code on our poster

visit our website: [ombudsman.gov.au](http://ombudsman.gov.au) and select Private Education Providers with Overseas Students



**OVERSEAS STUDENTS OMBUDSMAN** 

**COMMONWEALTH  
OMBUDSMAN** 