

## Complaint issues relating to schools



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# Role of the Overseas Students Ombudsman

- We investigate complaints about the actions of private registered education providers across all education sectors, taken in connection with international students
- We work with education providers to help them improve their internal complaints and appeals processes
- We report on trends and systemic issues

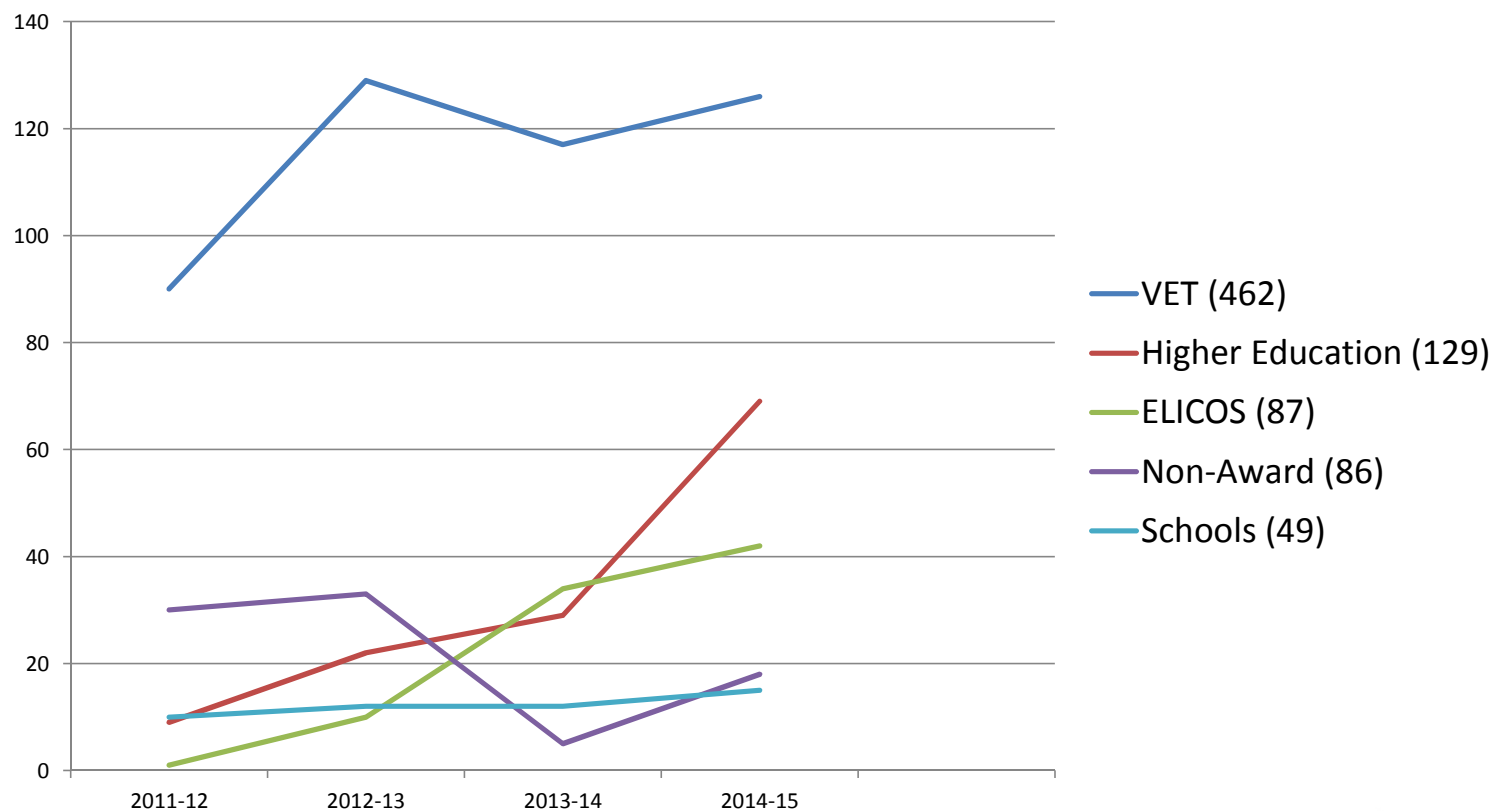


## Our complaints role

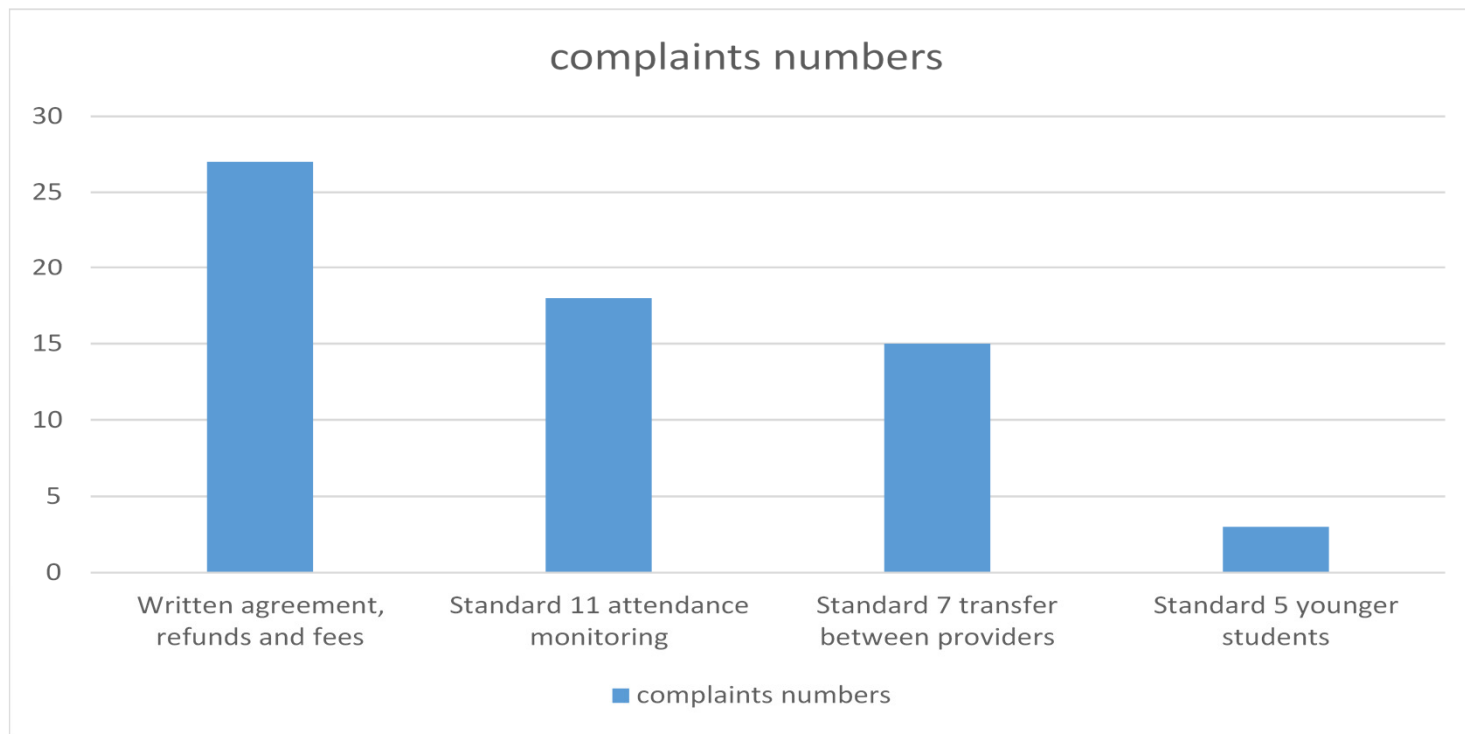
- 956 providers in our jurisdiction across all education sectors
- We have received complaints about nearly a third
- Complaints received from students from over 68 countries
- We have received 73 complaints about schools
- We investigated 53 of these cases and the rest were resolved on the papers
- The complaints we investigated related to 36 schools (less than 10% of the total 394 schools in our jurisdiction)

# Issues investigated by course sector

First four years (9 April 2011- 8 April 2015)



# Top 4 complaint issues for schools





## Main compliance challenges

- Non-compliant written agreements
- Mistakes in attendance monitoring/reporting
- Non-compliant provider transfer policies and procedures. Lack of written decisions
- Lack of understanding re: welfare responsibilities or definition of legal guardian



## Resources

[www.oso.gov.au/publications-and-media/](http://www.oso.gov.au/publications-and-media/)

- Written Agreements Issues Paper and Checklist to check compliance
- Attendance and Course Progress Issues Paper
- Provider and student e-newsletters with tips
- Presentations on a range of topics
- Brochures in English and 21 other languages



Questions?

[www.oso.gov.au](http://www.oso.gov.au)