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 (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
OSO – Complaint Issues 2015-16

- Standard 3 Written agreements (Provider refunds and fee disputes) 27%
- Standard 7 Provider transfer refusal 15%
- Standard 11 Monitoring attendance 10%
- Standard 8 Provider complaints and appeals processes 5%
- Standard 10 Monitoring course progress 7%
- Standard 13 Deferring, suspending or cancelling the student's enrolment 9%
- All other 27%
OSO – Investigated Outcome Supported

- Provider: 57%
- Student: 26%
- Neither: 17%

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 and select Private Education Providers with Overseas Students