



Student visa holder tip sheet

Making complaints about a course or an education provider

Who should I complain to?

In the first instance you should always access the internal complaint handling process available at your education provider.

What happens if I am not satisfied with the internal complaints/appeals process at my education provider, or if they do not have a complaints body/process?

For complaints against a privately owned education provider—refer to the Overseas Student Ombudsman.

For complaints against a publicly owned education provider—refer to the state or territory ombudsman in the state/territory where the provider is located.

Is my education provider public or private?

Public education providers are generally owned by Commonwealth, state or territory governments, such as TAFE and universities. Private education providers are generally for-profit businesses and are not owned and operated by Commonwealth, state or territory governments, such as many non-TAFE vocational education and training sector providers and non-university higher education providers.

What can I complain about?

- enrolment issues
- fees and refunds
- transfers (release letters)
- if you believe your matters/concerns have not been dealt with fairly by your education provider
- mistreatment or misconduct by an education provider.

What if I am not satisfied with the quality of the course provided?

You may raise your concerns and complaints with the Australian Skills Quality Authority (ASQA) for vocational education and training sector courses and the Tertiary Education Quality and Standards Agency (TEQSA) for higher education sector courses.

State or territory ombudsman (complaints against public education providers)

Australian Capital Territory	New South Wales	Victoria	Queensland
Phone: 1300 362 072	Phone: 02 9286 1000	Phone: 03 9613 6222	Phone: 07 3005 7000
www.ombudsman.act.gov.au	www.ombo.nsw.gov.au	www.ombudsman.vic.gov.au	www.ombudsman.qld.gov.au

Northern Territory	South Australia	Western Australia	Tasmania
Phone: 08 8999 1818	Phone: 08 8226 8699	Phone: 09 325 5000	Phone: 03 6233 6217
www.omb-hcsc.nt.gov.au	www.ombudsman.sa.gov.au	www.ombudsman.wa.gov.au	www.ombudsman.tas.gov.au

Overseas Student Ombudsmen (complaints against private providers) and provider regulatory bodies

The Overseas Students Ombudsman	The Australian Skills Quality Authority (ASQA)	The Tertiary Education Quality and Standards Agency (TEQSA)
www.oso.gov.au/	www.asqa.gov.au/complaints/making-a-complaint.html	www.teqsa.gov.au/complaints

Making complaints against a public education provider in the school sector

Australian Capital Territory	New South Wales	Victoria	Queensland
Phone: 02 6205 9176	Phone: 02 9367 8111	Phone: 03 9637 2806	Phone: 07 3239 6269
www.det.act.gov.au/contact-us	www.boardofstudies.nsw.edu.au/overseas-students/raising-concerns.html	www.vrqa.vic.gov.au/complaints/provider.htm	www.education.qld.gov.au/strategic/accreditation/cricos/student-complaints.html

Northern Territory	South Australia	Western Australia	Tasmania
Phone: 08 8901 1371	Phone: 08 8226 3402	Phone: 08 9441 1900	Phone: 1800 816 057
www.det.nt.gov.au/about-us/policies/documents/general/complaints	www.internationalstudents.sa.edu.au/contact-us	www.des.wa.gov.au/Contact-us/Complaints	www.education.tas.gov.au/dept/contact