

High Commission of India
Canberra

Overseas Students Ombudsman

Overseas students in Australia who have problems with private education and training providers can file their complaints with the Overseas Students Ombudsman (OSO) if they cannot resolve problems with their education providers directly.

The Commonwealth Ombudsman has been entrusted with the role of OSO, after legislation was passed in April, 2011 by the Australian Parliament. The new role is one of a range of measures recommended by the Baird Review of the *Education Services for Overseas Students (ESOS) Act 2000* and is reflected in the April 2010 Council of Australian Governments (COAG) Agreement in relation to international students.

The OSO will provide access to a free and impartial complaints service to overseas students already in Australia, and those planning to come to Australia.

The OSO will resolve complaints (including the issues re: fees and refunds, course progress or attendance, cancellation of enrolments or accommodation or work arranged by education providers as well as complaints against education agents of the Australian education providers) and can also help private providers to improve their policies and practices to enhance the quality of international education in Australia by providing practical information about best practice complaint handling.

The OSO will also publish reports on problems and broader issues in international education identified through investigations.

Complaints relating to a public or government education provider will continue to be dealt with by the Ombudsman of the respective state or territory.

Contact details :

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