

Webinar – How the NSO works: Your questions answered

Transcript

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Sarah Bendall

Welcome everyone and thank you so much for joining us for our first webinar for students on how the NSO works, your questions answered. My name is Sarah Bendall and I'm the NSO's First Assistant Ombudsman.

I'd like to begin today by acknowledging the traditional custodians of the lands on which we respectively meet. I'm on Bunurong country in Victoria's SE and I pay my respects to elders past, present and emerging and extend that respect to any First Nations people we have with us today.

This webinar is about 45 minutes long and it's full of Q&As to help you understand more about what the NSO is and what we do.

The National Student Ombudsman is a complaints handling service for higher education students across the country. There are 219 registered higher education providers in Australia. So quite a lot more than the universities that most people know about. And the NSO can handle complaints about all 219.

We're a very new service. We've only been open for 18 months. So, the NSO itself is very much on an improvement journey.

Okay, so enough of me talking. It is absolutely time to introduce you to the rest of our panel here today.

Joining me to answer your questions are two amazing staff members from the NSO. We have Hayden from our Complaints Team.

Welcome, Hayden.

And we have Lorna from the NSO Complaints Investigation Team.

Welcome, Lorna.

Joining us to ask the questions today are two amazing members of the NSO Student collective. Our student collective is made up of about 50 students from across the country who have joined the NSO to help us to ensure that we're engaging meaningfully with students. So those two amazing people are: Raghad and Eunice.

A very warm welcome to you, Raghad and Eunice, and thank you so much for being our question askers. I'm going to throw over to you guys now.

Eunice

Thank you, Sarah. We know firsthand that students have lots of questions about the NSO.

Raghad

Thank you so much, and we don't have lots of time, so we'll get straight into it. I'll pass over to Eunice.

Eunice

Thanks, Raghad. So, our first question I might throw over to Lorna. The question is: **How would you explain to someone who has never heard of the NSO what you actually do?**



Lorna

Thanks, Eunice. I would say that we work with students and higher education providers to resolve student complaints. We receive complaints from students all over Australia, mostly domestic students. But also a lot of international students. And most of our complaints are coming from current students. But about 22% are coming from students who have already completed their study some several years ago, and about 4% from students that are planning to study. We resolve complaints in an impartial and independent way, and we use different tools to do that. We use early dispute resolution, restorative engagement, and also investigation, depending on the complaint.

And, if we're not the right area for the issue, then we will work with the student to find the right contact.

Raghad

Amazing. And my next question is for Hayden: **What kind of complaints can the NSO actually help with?**



Hayden

Yeah, we take complaints about most things that happen in your study experience at your higher education provider. Anything that's unfair, unreasonable, you can definitely bring to us, especially if you couldn't resolve it with your provider first, in the first case. Complaints about student safety, discrimination, special circumstance applications and exclusions are just some of the examples of complaints that we handle.

What we can't help with, though, are matters of academic judgement. So, for example, we can't change a grade for an assessment or an overall unit. We can't help with complaints involving the employment of staff or vocational education and training courses (your Cert 3s and Cert 4s).

Eunice

Thanks, Hayden. Our next question I might throw back to Lorna again: **Do I have to do anything before complaining to you?**



Lorna

We are an escalated complaint service, so that means that before coming to this NSO, we do ask that students make reasonable attempts to resolve their concerns with their higher education provider. If possible, we ask that they go through all the stages of the provider's complaint process first and then let us know the outcome of those processes by attaching the decision letters to the

complaint – just so we can understand what's happened and how the provider has come to their decision. Complaining to your provider is often the most efficient way to resolve the concerns, but we understand that you may experience barriers to complaining through that process, or there may be a reason that you feel uncomfortable doing that. If it's particularly urgent or a sensitive matter, you're welcome to contact us and then we can work through it with you to find the best way to approach your complaint. You can also have someone contact us on your behalf. We just ask that you sign a form for that and you can also have a support person if you feel more comfortable when speaking to us.

Raghad

My next question is to Sarah and it's just: **Is there a threshold for making a complaint to the NSO? Like, does something have to be specifically bad?** Is there specific things that are eligible for complaints?



Sarah Bendall

It's a really...

Raghad

What's the process like?



Sarah Bendall

Thank you, Raghad. It's such a good question because I think a lot of people think that a complaint needs to be really serious before they come to the NSO. I guess our key message on this is: no issue is too big or too small to contact the NSO about.

If it's affecting you, then it's important to you. And if it's important to you and it goes to questions of the quality of the student experience at your higher education provider, then you absolutely should contact us.

It's a really important message in particular for complaints about things like racism, for example, or complaints about how a student might feel they've been supported in a gender-based violence complaint. Because sometimes I think for complaints like those that are deeply personal, for some reason, it can feel like these aren't important enough to come to the NSO.

So yeah, if anyone's listening and you're not sure about whether you come to the NSO: Please, if in doubt, just contact us.

And know that if you do, there's likely to be many students who are experiencing the same thing – that if you persevere with your complaint, we can get some systems-level changes that will help all students.

Raghad

Amazing. And now my next question is directed to Hayden: **What's the breakdown between how many cases students win versus providers, if you have that information?**



Hayden

We don't think of it as winning and losing. We're focused on finding solutions with your complaints. Even if a student doesn't get an outcome that they were hoping for, we've heard from students who are thankful for greater clarity or explanation about a decision that we've been able to assist in explaining. Sometimes getting better reasons for a provider's decision is a type of 'win' if it means that you, as a student, can move on with your studies.

Vice versa, providers have benefited from us being involved with complaints because they can then see there's a problem, work to solve it. Stop it and make systemic changes to make sure it doesn't happen again.

We will look to resolve your individual complaint depending on your desired outcomes. And then it's on us and your provider to look at the systemic improvements. We're seeing providers improve training, processes and policies, and operations in response to complaints. And that's what makes for better student experiences in the future.

Eunice

Thanks Hayden. The next question that I've got is: **I complained to you and you haven't intervened with my university. Are you technically on their side?**



Lorna

So for specific questions about cases, it's always best to contact us directly so that we can give you specific answers. You can do that by phone or email.

But I think as Hayden was saying, there might be a little bit of a misunderstanding about our role.

We are impartial and independent. That means that we don't take sides and we're not able to advocate for students or higher education providers.

We consider the information provided by both parties and then we make our own decision about the outcome. So it might be that some students don't receive the outcome that they were hoping for when complaining to us. But we do find, as Hayden said, that a lot of students are really happy with the outcome. And then that's how we achieve systemic change across the sector, as well with raising awareness and being solutions focused.

Raghad

Now: **The NSO can't force my university to change their decision. So, is there a point in complaining to the NSO?**



Sarah Bendall

It is a good question, Raghad, and straight to the point. I like it.

Yes, it's true that the NSO in most cases can't force a provider to do anything. But we find in our experience, given the different functions that we have, including being able to make recommendations to providers, that that is still very effective.

I would also note that our job at the NSO, even though we can't change a decision, is to focus very much on the process that a higher education provider has gone through in order to make this decision. So if we find that the process that the provider has used is unfair – you know, for example, the policy is really unclear or out of date, for example, or the process just doesn't make sense or doesn't give the space for a reasonable and fair decision to be made – then we'll call that out as part of our complaints handling process. And as a result of that, we can request that the provider themselves remake the decision.

And that's the best process we find because providers themselves are in the best position to make that decision. They are the higher education provider. And also it's important that they remake the decision. Or, tell us why the decision was right in the 1st place, because that's how we can encourage them to learn themselves. And that's what the NSO is all about. It's about encouraging the sector, each provider, to continually improve the service that they provide to students. So we think that the model is working really well.

Incidentally, in case you're interested, Ombudsman services have actually been around for a few 100 years. So this model that we're talking about is very well tested. And even in the 18 months that the NSO has been around, we found that

80% of providers are actually telling us that they're already making improvements on the back of NSO complaints. And also in the context of our investigation function, when we do make formal recommendations to providers through investigations, 93% of the recommendations that we've made already have been accepted for implementation by the providers. So we think it's working quite well.

Eunice

Thanks, Sarah. I think what many students will want to know is: **What can you do for me?** Hayden, I might throw it over to you for that one.



Hayden

Yes, really good question. I think – what myself, Lorna and Sarah have sort of touched on here is – we're here to see any decisions that you have been impacted by the university and higher education provider, have they been made fairly and reasonably? Some of the outcomes we have seen from complaints are, we've seen:

- refunds given after a review by the provider
- updates to policies that have made them fairer and more flexible
- initial delays to graduation have been re-reviewed and someone's been able to graduate with their cohort following some of the questions and involvement we've had.

But I want to be clear that not every student who complains to us gets an outcome that they want. It depends on the nature of the complaint and the particular outcomes an individual is seeking.

Common scenario is: students with disabilities coming to us because their provider hasn't implemented their learning access plan and they're having trouble studying. They've told their lecturer they've made a complaint, but

they're worried that too much time is passing and they're falling further behind. We have contacted providers, talked through the complaints, worked through the issues, and we've seen those access plans get implemented with other remedies provided at that individual level.

Raghad

Thanks, Hayden. Now: **What are the rough time frames for complaints to be solved?** And I might just pass over to Sarah for that one.



Sarah Bendall

Thanks, Raghad. The first point to make is that every complaint that comes to the NSO is really different. And, you know, we've only been open for 18 months and in that time have received quite a strong demand for our services from students.

Over the last 18 months, we've heard from about 7,000 students so far. There's about 50 odd staff at the NSO. We're doing our best to resolve complaints as quickly as possible. But as I said, taking care to treat each individual complaint on its own merits, respecting the fact that each complaint is unique for each student.

Having said that, we've resolved about 80% of those contacts that have come through the door. So we're getting better and better at what we're doing.

Because it is hard to give a rough time frame for that question, Raghad. I think it's important for you all to know that we do have really effective triaging processes for how we handle complaints that come through the door. And that means that we've got staff that are looking closely at every complaint that comes in and checking whether any of these complaints have matters that are urgent, elements that are urgent, like they might be time specific, for example. Or they might be complaints that involve quite serious risks to harm for

students, or for other students. And those types of matters are prioritised for action straight away.

And we also, when matters come through the door, when we acknowledge a complaint, we give students our contact details. So even if you do have to wait a little bit for our service, you know how to contact us if something's happened that has made your complaint more urgent.

We're trying to get through every complaint as quickly as possible and we rely on students to contact us if they need us to move their complaints more quickly.

And every complaint is different, I guess, is the key there.

Eunice

Fantastic. Thanks so much, Sarah. Let's move on to some more student questions about the next topic, which is making a complaint to the NSO. Our first question is: **Can I use AI to write my complaint?**



Sarah Bendall

Thanks, Eunice. I'll take that one. You know, I think as a starting point, where all of us are trying to figure out how AI fits into our lives in a way that makes a positive difference. And in that sense, this question is a really good one and is obviously a really important question for a student.

The NSO starting point is, yes, you can use AI, especially:

- if using AI is going to be the difference between you lodging a complaint with the NSO or not
- if AI supports you by saving you time so that you can actually let us know about your complaint

- or if maybe, you know, for different reasons, it's difficult for you to do something like lodge a complaint with the NSO and AI would help you to do that, then we absolutely encourage you to use it.

But having said that, we do want to just call out a few things that we'd like students to keep in mind if you do use AI. And that is that it helps us at the NSO if your complaint is still in your own voice. It helps us to understand what's unique about your complaint and the impact that it's had on you. We ask that you just make sure that even if you're using AI, it still comes through as your voice at the end of it.

It's also really important with the use of AI, as I'm sure everyone knows, to check for errors. You know, AI is not perfect. Yes, you definitely need to just double check what's been written before you upload it, for example, by using the NSO's website.

And maybe just to keep in mind that there are some key elements to your complaint summary that you should make sure is included in your complaint. And they are, for example, just making sure you clearly tell us:

- What actually went wrong with your provider? You know, so for example, what's the decision that the provider made that you're unhappy about?
- And what has been the impact for you on whatever it is that has gone wrong? What impact has the issue had on you?
- What has the provider's response been to your complaint so far, if you've raised it directly with the provider first?
- And importantly, what you're seeking as an outcome to your complaint.

So just making sure that your complaint summary at least hits those four things is really helpful for us and will save us time when we get to assessing your complaint. And I guess last thing, Eunice, is the NSO website has some tips for how students can log complaints. Make sure you all check out our website too.

Raghad

Great insights. Now for the next question is: **Can I complain and keep my name out of it? I'm just worried there'll be backlash and also that my lecturer will know it's me complaining.**



Lorna

Thank you. That's such an important question. We understand that some students are concerned about that.

We ensure that all the information provided to us is confidential and we don't reach out to your provider unless you give us consent to do so.

You can make an anonymous complaint by calling us. You can also do it on our web form and just let us know that you don't want your name to be shared with the provider.

The actions we can take though and the outcomes that we can achieve might be limited if we're not able to share your name with the provider. But that's something that we'll talk to you about when we contact you and then we can work through to find a solution.

Please let us know if you're concerned about backlash. We call backlash 'reprisal action' and it is against the law for providers to make threats of reprisals or to carry out reprisals because a student has complained to them or to us.

And if a student shows us evidence of reprisals, we will take it seriously and look into those concerns.

It's really important that students feel safe to complain.

Eunice 23:04

Thanks, Lorna. When registering for this webinar, one of the participants wrote: **'I would like to understand the process when a complaint is received'**. So why

don't we break that down now with some more frequently asked questions?

Hayden, we might start nice and broad: **If I make a complaint online, what happens next?**



Hayden

Very good question. When you submit your complaint online, you will receive an automated acknowledgements email soon after your submission, which will contain your complaint reference number. You can use that number in any other communication or correspondence with us so we can go directly to your complaint. We may ask you for further information as well. So always keep an eye out for any emails we send. We may be asking you to confirm if you've made a formal complaint to your provider, what their decisions were, asking you to provide us copies of those decision letters if you didn't attach them when submitting your complaint online.

A complaints officer will then assess your complaint and they'll make an assessment to determine how we can best proceed next to assist you with your complaint.

We might not take action on a complaint, or we might ask your provider some further questions to assist us in assessing your complaint.

A simple example here: say a student complains that they've waited a long time to receive their transcript. We might email the provider asking them about it, asking some questions: Why is there a delay? What's happening?

The provider might then explain to us there was a technical error and there had to be some additions or amendments made. They've now fixed it and the student has now been issued their transcript.

So we will then liaise with the student to say: 'This is what they've told us. Can we confirm that you have indeed received your transcript? Are you now satisfied, or is there anything further you would like us to help with?'

Raghad

Great insights. Now another participant has said: **'We've gone back and forth so many times at my university. I feel like I've exhausted all options and they just don't listen. How could the NSO do anything about it?'** And I'll pass on to Sarah for this one as well.



Sarah Bendall

Thanks, Raghad. I think as a starting point, there is absolutely nothing more frustrating than trying to complain and feeling like you're just getting nowhere. You know, I'm sure everyone here has complained about something in their life, and it is a special form of frustration, I think.

And that's exactly why it is so good to have the NSO, because if you find yourself in that situation where you're just going back and forth and you're not getting anywhere, then you know that it's exactly the right time to come to the NSO.

And how the NSO can make a difference, well, the NSO is a specialist complaint handling service.

By its very nature, we're staffed with about 50 staff who are there to support students to resolve complaints. You know, they do this as their job. They know how to support students and providers to essentially cut through that confusion and reach an outcome to complaints.

We've got lots of different functions that help us do that as well. We've got Lorna here, who's from our Investigation function. In Lorna's team, they use some of the more formal powers within the NSO to ask formal questions to a provider and seek evidence from providers in order to assess what is a fair and reasonable outcome to complaints, or to make a recommendation.

And we've got Hayden here, who is from our Complaints team. And in Hayden's team, they're dealing with the bulk of the student complaints that come through the NSO service. Hayden's team is staffed with specialist complaints handlers

who know how to resolve complaints swiftly and effectively. They're using different techniques to resolve complaints.

We also have a conciliation service and a restorative engagement service.

The NSO can help because we've got all these different tools. We know which one is going to be most effective to resolve each individual complaint from students. So, contact us. If you're hitting that brick wall with your provider, contact the NSO.

Eunice

Thank you, Sarah. And on that note, Lorna, I have a question for you: **How do I request an investigation?**



Lorna

We understand that students might have a particular way that they would like their complaint handled and it's okay to let us know what you're hoping for in your complaint.

What we'll do is: we'll review the complaint and then decide what the best way to handle the complaint is. There's usually a few steps that we would take before we commence a formal investigation and a few different pathways – as Sarah said – that we can use to resolve the complaint.

For example, we had a student recently that requested an investigation, but when we reviewed the information provided and made an initial inquiry with the provider, we felt that it would be more appropriate for the provider to investigate and that they could achieve the outcome that the student was hoping for. And in the end, they did.

It was resolved fairly quickly, and the student was really happy with the outcome.

Raghad

Excellent. Now, a final question from one of the student leaders joining us today is: **How can I help make sure all students have access to your services?**



Sarah Bendall

I love this question, Raghad, and this is absolutely part of the purpose of today's session. You know, we really hope that you all come away from this session understanding a bit more for yourselves about how the NSO works and when to contact us.

But equally, we're really hoping that you can learn about the NSO so you can also let other students know that they can contact us if they need us. So, thank you for this question.

I think as a starting point, it's good to remember that there are 1.6 million students, higher education students across Australia. And the NSO has heard from 7,000. So, we know that there's likely to be so many more students across the country that don't yet know about our services. And that's exactly why, you know, we have posters up on campus. We engage in social media. If you haven't checked us out on LinkedIn or Instagram, please do.

We have our amazing Student collective, which I know you know about, Raghad and Eunice, and our Student collective really help us to share the message about the NSO.

We attend events on campus, so we're often on campus for O-Week or Respect Week. We attend a whole lot of virtual events that providers run as well. There's lots of things that we're doing, but we know we could be doing even more. We're also really open to your ideas about how we can better raise awareness of the NSO services. And I know that we've encouraged you to put in the Q&A your questions, but if you have any suggestions for how we can better raise awareness of the NSO services across the country, then feel free to pop it

in, even if it's not a question, just pop it in the Q&A.

As Raghad said, that's actually it for the questions that have come through before the webinar, as part of the registration process, which means we're now going to turn our attention to the questions that you guys have been popping in the Q&A function. It's 1:00[pm], so we've got about probably another 10 to 13 [minutes]. I promised my staff that we'll do a formal wrap up at the end. So about 10 minutes to 13 minutes of extra questions. And now is your time – if you had been sitting on that question – to pop it in the Q&A for us.

Looking at the questions that have come through, I can see that there was a question there about **the general timeline for the response from the NSO to complaints.**

We did cover that in the questions that we talked through before, but just as a quick recap, just to know that time frames will vary.

Urgent matters will be prioritised. Some matters will take a really long time, like quite a few months if they go through the investigation process. Other matters that go through the early dispute resolution complaints handling processes, may take just a few weeks. So the time frames will vary. But if you're ever concerned about the time it's taking, then you can just reach out to us. Okay.

Next question. Lorna and Hayden, this is one for you guys: **Do you recommend that students exhaust the complaints process that the higher education provider offers before lodging a complaint with the NSO? Or should they lodge the complaint with your team at the same time or before going through their higher education providers processes?**



Hayden

Really good question. I think it's important here not to sort of double up. As we touched on, at the National Student Ombudsman, we're here to review the decisions that the provider has made in relation to your complaint. We would like to see that those internal formal complaint pathways and appeal pathways have been exhausted. Because we know generally the university is in the better place to make decisions on your complaints and try to resolve things. It then allows us to see – how did they come to their decision, and was that fair and reasonable?

There are times when someone may have reasons not to go through that pathway. And if that's applicable to you, let us know when you come to us in your complaint. And we can work with you to see what strategies and supports we can put in place to still allow us to review and progress your complaint.

Lorna, is there anything else that you want to add with that?



Lorna

I agree and I would say that if you do come to us and we think that that's the best pathway to go – we can do a referral to the provider to connect you so that they're aware that – with your consent – that you've come to us to raise the complaint and that we feel that it would be most appropriate if they dealt with the complaint.

And we do find that that sometimes is a helpful way and there are times where we may ask them for them to let us know the outcome. And you always do have the option to come back to us if you're dissatisfied with the outcome. The door doesn't close at that point.



Sarah Bendall

Thank you, Lorna and Hayden.

So Lorna, this is a question about student advocates and their role in engaging with the NSO. **Can a student advocate take an active role in communicating with the NSO on behalf of a group of students?**



Lorna

Yes, they can. That's a good question. Thank you. We ask that:

- If a student advocate is going to be submitting a complaint on behalf of a student – because we understand that there are times where there would be a group of students impacted by the same issue – that each individual student does submit the complaint and give consent for the advocate to act on their behalf.
- And that each individual student remains engaged in the complaint. It's best for us to be able to understand that individual person's experience, and then for us to look at what individual outcomes that we might be able to achieve in that case.

But we understand that for some people, having an advocate working with us is really helpful.

And just also to flag that advocates can contact us outside of a complaint to raise concerns about an issue that they might be observing. And then we can... that can help to inform how we might do a strategic investigation into a broader issue that we see perhaps over multiple providers.

So there are different avenues to explore there. And we can sometimes address those through our education and different resources, which you can have a look at our website, as well for some of those that have been published recently.



Sarah Bendall

Thanks, Lorna. That is such good advice. And yeah, we cannot encourage student advocates too strongly enough to do that for us. Because, you know, as we said before, we've only been around for 18 months and we really are getting

a sense from student advocates and students themselves about some longstanding, more systemic issues.

Yeah, please reach out to us. A form of that question was asked by someone who works with the international students as part of state government support. So, I just want to make sure that that person knows that the advice that Lorna gave absolutely applies to you too. Please feel free to contact the NSO.

And Hayden, this person is asking: **What the best way to contact the NSO is.**



Hayden

Oh, so it really depends on what will be the easiest way and the best way for you to contact us. We have our online web form where you can ask some questions or raise a complaint directly online, at a time and a place that works for you. We have our phone line, which is open 10 to 4 PM Eastern Standard Time, or when we're in the current time zone at Melbourne time is probably the easiest way to consider that.

We can also take things via email to our general Ombudsman@ombudsman.gov.au email. If you're sending it via email, just bear with us. It sort of goes into a system and it can take a little bit of time for us to review that email and register it, but we will respond to that email inquiry. Or we have face-to-face options available at most states' offices. You don't at the moment have to book an appointment. You can walk in. Otherwise, you can call our general inquiries line and make an appointment to speak to someone within the NSO who can then be present to answer those questions for you.



Sarah Bendall

So lots of different ways that you can contact us. And if in doubt and you need to know where to go to get all of those details, again, just go to our website. It's nso.gov.au, and it's got all that information there for you.

Okay, so keep the questions coming. We are not out of time just yet. There's absolutely time to squeeze in a couple more.

Lorna, I've actually got one about Open Universities Australia. The student says:

I studied with Open Universities Australia. Can the NSO handle my complaint?



Lorna

Thanks, Sarah. So, Open Universities Australia isn't a higher education provider, but they do provide services on behalf of providers. And so that means that providers must have oversight over the services of Open Universities and they must have a complaint handling process for complaints about Open Universities.

So, in a nutshell, it means that it's best to find out if you're not already aware which provider is linked, your course is linked to through OUA and then go through that provider's formal complaint process.

And, if you're dissatisfied with that outcome, you can come to us and then we'll work with you to find the best pathway to resolve the complaint.

There are some matters such as those that relate to student loans and special circumstances. So, if you're applying to have your fees waived for circumstances beyond your control that happened after the census date, that's something that you can raise with OUA directly. And the Tax Office can help if it's something more around your student loan account, but not around the reversal of fee debt.

But it can be a little bit complex to navigate. So, if you're unsure, please just come to us and we'll let you know whether we can help or which area can.



Sarah Bendall

Thank you, Lorna. This student says: **I have a student visa. I'm worried about making things worse.**

This is a really important reflection and thank you very much for sharing this because we hear this all the time. Our answer to this really relates to what Lorna was talking about earlier about backlash or that fear of reprisal. It's a genuine fear and we absolutely acknowledge it. But we at the NSO are here to rectify power imbalances between higher education providers and students, including international students. And as Lorna said before, many international students are using our service.

About 43% of all of our complaints are from international students. And we have provisions in our legislation that give us powers to really combat backlash or reprisal from providers. We're always mindful of it and we're always on the lookout to engage with providers, to remind them to not undertake any reprisal against students.

I know it's a leap of faith from students. And I know that it's a legitimate fear. But we are here to rectify that power imbalance and we will absolutely do our best to prevent backlash.

Final question.

Okay, which one do I choose? And I should say that we will collect all these questions and they will help guide an FAQ at the end of this.

This question is for you, Lorna. It's: **What drives the topics for the investigations undertaken?**

A quick outline of that.



Lorna

Okay, I'll do my best in a nutshell. We try to take into consideration the more complex issues that we're seeing. And matters also that we perhaps haven't investigated previously. And also what we're doing across the branch when we're looking at what strategic investigations are looking at, as well as other areas of the NSO. It really, most of our investigations are where there's significant wrongdoing and we feel that there's some action that's clear that the provider could take to resolve the complaint for that individual student.

But where there's also broader lessons for the sector and that's why we do publish some of our reports so that the whole sector can learn from some of those investigations. And, you can find some of those investigation reports on our website as well.



Sarah Bendall

Thank you, Lorna, and a huge thank you to Hayden, Lorna, Raghad, and Eunice for helping us to prepare this and present this webinar for you today. We are at time now.

Good luck to all of you with the end of your university and higher education provider year. We're wishing you all the best. And if you ever need us, make sure that you are familiar with the NSO's website and you know how to contact us. Thank you very much.