

National Student Ombudsman

Launch Kit for Complaint Handlers

Overview

This launch kit is designed to provide complaints handlers at higher education providers content for distribution to staff and students explaining the function of the National Student Ombudsman (NSO). By utilising this content, the higher education sector has consistent information about the scope and matters considered by the NSO. This content has been designed for internet and internet copy and can be used to detail complaint escalation processes. Content can also be used for newsletters and other electronic direct mail.

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NSO Logo and Tagline

This logo is for use on your website and in publications to link directly to the NSO website. The logo with our name can be added to Newsletter EDM/websites that require a link to the site and brand awareness of NSO.

If you require a logo asset with different specifications, please contact us at nsoutreach@ombudsman.gov.au

NSO logo



NSO tagline

The National Student Ombudsman: Empowering students, ensuring fairness

NSO Website Copy

This copy has been drafted for use on your website to provide an overview of the National Student Ombudsman. Please include the hyperlinked NSO logo alongside this copy where possible.

Short article

The National Student Ombudsman is a free, impartial, and independent service for students to escalate complaints about the actions of their higher education provider. The NSO can consider a range of issues including student safety and wellbeing, racism and racial vilification, discrimination, gender-based violence, course administration, and the fairness and effectiveness of student complaints

processes. For complaints that students haven't been able to resolve or don't feel safe talking to <insert provider name> about, the NSO can help. The NSO will ask students if they have raised the matter with <insert providers name> but this is not mandatory. The NSO will work with students to consider the best resolution pathway. Find out more at nso.gov.au

Long article

The National Student Ombudsman works with students and higher education providers to resolve student complaints. The NSO is a free, impartial, and independent service available to prospective, current and former students. This includes domestic, international, undergraduate, and postgraduate students.

The NSO can consider complaints on a range of issues, including student safety and wellbeing, racism and racial vilification, discrimination, gender-based violence, course administration, and the fairness and effectiveness of student complaints processes.

There are matters the NSO cannot consider including complaints related to a vocational education and training (VET) course, complaints related to an individuals' employment with a higher education provider or complaints related to the appointment of a person to an office of a higher education provider. The NSO cannot consider complaints about academic decisions, such as complaints about grades.

The NSO is a safe and confidential service for all students. If you aren't sure if you're ready to lodge a complaint, call the NSO on 1300 395 775, or check out nso.gov.au for more information.

Detailed article

The National Student Ombudsman works with students to resolve complaints about the actions taken by their higher education provider. Whether you're a domestic or international student, an undergraduate or postgraduate student, the NSO is available to you.

The NSO is independent, impartial, and can consider how your higher education provider has handled a range of issues including student safety and wellbeing, racism and racial vilification, discrimination, gender-based violence, course administration, teaching provisions and facilities, and the fairness and effectiveness of student complaints processes.

The NSO cannot consider complaints related to a vocational education and training (VET) course, complaints related to education providers who are not Tertiary Education Quality and Standards Agency ([TEQSA](#)) registered, complaints related to an individuals' employment with a higher education provider or complaints related to the appointment of a person to an office of a higher education provider. The NSO cannot consider complaints about academic decisions, such as complaints about grades. However, administrative complaints related to grades, such as complaints about the appeals process, may be considered by the NSO.

If you are a student who is dissatisfied with the way <insert provider name> has handled a complaint, you can talk to the NSO. The NSO can consider whether the decisions or actions of your higher education provider were unreasonable or unfair and make recommendations to improve the student experience. The NSO offers a restorative engagement process, where appropriate, as well as alternative dispute resolution processes including mediation.

The NSO is a free and confidential service for all students, and you can make your complaint in a way that is safe for you. The NSO will work with you to consider the best resolution pathway, and if their services aren't right for your situation, they can refer you to a service that's more appropriate. Visit nso.gov.au to find out more.

NSO publication copy – E-news, Newsletter, EDM

This copy has been drafted for use in your publications to provide an overview of the National Student Ombudsman. Please include the hyperlinked NSO logo alongside this copy where possible.

Promo

The National Student Ombudsman: Empowering students, ensuring fairness.

Having trouble resolving a complaint or unsure where to go? The National Student Ombudsman can help. The NSO works with students and higher education providers to resolve complaints. Call 1300 395 775 or visit nso.gov.au

Short article

Title: New national complaints service for students.

The National Student Ombudsman is a complaints service you can access regarding complaints you haven't been able to resolve or don't feel safe talking to the <insert name of provider or provider type> about.

The NSO is a free, accessible, and confidential service for all students whether you're a domestic or international student, an undergraduate or a postgraduate student. The NSO can accept complaints about a range of issues including student safety and wellbeing, racism and racial vilification, discrimination, gender-based violence, course administration, teaching provisions and facilities, and the fairness and effectiveness of student complaints processes.

There are matters the NSO cannot consider including complaints related to a vocational education and training (VET) course, complaints related to an individuals' employment with a higher education provider or complaints related to the appointment of a person to an office of a higher education provider. Additionally, the NSO cannot consider complaints about academic decisions, such as complaints about grades. However, administrative complaints related to grades, such as complaints about the appeals process, may be considered by the NSO.

The NSO cannot make a new decision about your complaint, but it can consider if the decision or action taken by <insert name of higher education provider> was unreasonable or unfair. If you're not sure about lodging a complaint, or if

you'd like to learn more, you can give them a call on 1300 395 775 or visit

nso.gov.au

Detailed article

Do you need help resolving a complaint that you've had with [provider name]? The National Student Ombudsman can help.

From 1 February 2025, the NSO can accept complaints from students who are not satisfied with the way their higher education provider has handled a complaint or made a decision that impacts them.

The NSO can consider complaints from prospective or first-year students through to Higher Degree Research students, students enrolled part-time or full-time, a domestic student or an international student.

The NSO can consider complaints on a range of issues, including student safety and wellbeing, gender-based violence, racism and racial vilification, discrimination, the fairness and effectiveness of student complaints processes, and administrative issues like the timeliness and accuracy of information provided to students about their courses.

The NSO cannot consider complaints related to a vocational education and training (VET) course, complaints related to education providers who are not Tertiary Education Quality and Standards Agency (TEQSA) registered, complaints related to an individuals' employment with a higher education provider or complaints related to the appointment of a person to an office of a higher education provider. Complaints about academic decisions, such as complaints about grades cannot be considered by the NSO. However, administrative complaints related to grades, such as complaints about the appeals process, may be considered.

The NSO cannot make a new decision about your complaint, but they can consider if the decision or action taken by [provider name] was unreasonable or unfair. The NSO resolution pathways may include written recommendations to

providers, opportunities to participate in restorative engagement, or alternative dispute resolution processes including mediation.

The NSO takes complaints in a range of ways so that you can make your complaint in a way that is safe for you. The NSO will work with you to consider the best resolution pathway, and if their services aren't right for your situation, they can refer you to a service that is more appropriate.

Not sure if you're ready to lodge a complaint? Call the NSO on 1300 395 775 or check out nso.gov.au for more information.

E-news, Newsletter, EDM copy

A new national complaint service for higher education students

From 1 February 2025, the National Student Ombudsman commences as an independent national escalated complaints resolution service for students to resolve complaints about the actions of their higher education provider.

The NSO accepts complaints from prospective, current or past students studying at any TEQSA registered higher education provider. This includes undergraduate and postgraduate students and there is no time limit on historical complaints.

The NSO can consider complaints about the actions of higher education providers. This includes a range of issues, such as the actions a higher education provider takes in relation to a student's experience of gender-based violence, racism, racial vilification, discrimination, special considerations, or administrative issues like the timeliness and accuracy of information provided to students about their courses.

The NSO cannot consider complaints relating to a vocational education and training (VET) course, complaints related to an individuals' employment with a higher education provider or complaints related to the appointment of a person to an office of a higher education provider. Additionally, the NSO cannot

consider complaints about academic decisions, such as complaints about grades. However, administrative complaints related to grades, such as complaints about the appeals process, may be considered by the NSO.

Students, both international and domestic, studying a VET course with a public provider should continue to raise their complaint with the <insert state or territory> ombudsman.

International students studying a VET course with a private education provider should continue to contact the Commonwealth Ombudsman.

Student complaints can be referred from <insert state or territory> Ombudsman to the NSO, with the consent of the student.

For more information and resources, visit nso.gov.au.