

National Student Ombudsman

Launch Kit for Student Support Services

Overview

This launch kit is designed to provide student support services 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.

Contents

| | |
|---------------------------------------|---|
| Overview..... | 1 |
| NSO Logo and Tagline..... | 3 |
| NSO logo..... | 3 |
| NSO tagline..... | 3 |
| NSO Website and Publication Copy..... | 3 |
| Short article..... | 3 |
| Long article..... | 4 |
| Detailed article..... | 4 |
| E-news, Newsletter, EDM Copy..... | 5 |
| Promo..... | 5 |
| Short article..... | 5 |
| Detailed article..... | 6 |

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 nsooutreach@ombudsman.gov.au

NSO logo



NSO tagline

The National Student Ombudsman: Empowering students, ensuring fairness.

NSO Website and Publication Copy

This copy has been drafted for use on your website and in your publications 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, gender-based violence, racism and racial vilification, discrimination, the fairness and effectiveness of student complaints processes, and administrative issues. 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 all students, including domestic, international, undergraduate, and postgraduate.

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

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

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, gender-based violence, discrimination, racism and racial vilification, reasonable adjustments, course administration, teaching provision and facilities, and the fairness and effectiveness of student complaints processes.

If you are a student who is dissatisfied with the way your provider 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 can offer 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.

E-news, Newsletter, EDM Copy

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. Visit nso.gov.au for more information.

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 domestic, international, undergraduate, and postgraduate students. The NSO can accept complaints about 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.

The NSO cannot make a new decision about your complaint, but it can consider if the decision or action taken by your 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 a complaint from you whether you're a first-year or a Higher Degree Research student, 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 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 way 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 their website: nso.gov.au