



## VET Student Loans Ombudsman

The Australian Government recently made changes to the arrangements for student loans. On 31 December 2016 the new Vocational Education and Training (VET) Student Loans program replaced the VET FEE-HELP scheme.

As part of the changes new arrangements have been put in place to strengthen the handling of complaints.

A new VET Student Loans Ombudsman has been established, and from 1 July 2017 complaints about VET FEE-HELP debts and VET Student Loan debts will be handled by the new VET Student Loans Ombudsman. The VET Student Loans Ombudsman is part of the broader Commonwealth Ombudsman's office. The Ombudsman is separate from the department and has its own legal powers to investigate and deal with complaints.

More information about the Commonwealth Ombudsman is available at [www.ombudsman.gov.au/VSLO](http://www.ombudsman.gov.au/VSLO).

With the establishment of the new VET Student Loans Ombudsman, from 1 July 2017 the department will no longer be responsible for dealing with complaints about VET FEE-HELP debts or VET Student Loans debts. Complaints should be made directly to the new VET Student Loans Ombudsman by submitting an online enquiry form at [www.ombudsman.gov.au/VSLO](http://www.ombudsman.gov.au/VSLO).

Please note, the Ombudsman will normally not commence an investigation of a complaint unless you have first tried to resolve your complaint with your provider. If you have not done so, the Ombudsman will advise you to raise your complaint with your provider in the first instance.

### Who will deal with my complaint?

Most complaints about VET FEE-HELP debts and VET Student Loans debts will be dealt with by the VET Student Loans Ombudsman. Please check the VET Student Loans Ombudsman's website for further information at [www.ombudsman.gov.au/VSLO](http://www.ombudsman.gov.au/VSLO).

The VET Student Loans Ombudsman may however transfer your complaint to a more appropriate body depending on the circumstances, including to the department (such as if your complaint relates to the tuition assurance arrangements presented to you by your tuition assurance operator) or to the National VET Regulator, the Australian Skills Quality Authority (ASQA) (such as if your complaint relates to the training quality).

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