

Students

If a Student is not satisfied with the outcome of an internal appeal, they may request an external review by an independent agency. The contact details of the National Student Ombudsman (NSO) are:

Website: <https://www.nso.gov.au/>
Phone: 1300 395 775
Email: nsooutreach@ombudsman.gov.au
Address: GPO Box 442, Canberra ACT, 2601

The National Student Ombudsman (NSO) is a free, impartial and independent service for students to escalate complaints about their higher education provider. **The service is open to current, prospective and former higher education students, both domestic and international.** Students are encouraged to raise their complaint directly with the provider before approaching the NSO, however this is not a requirement, particularly if the student does not feel safe or comfortable to do so.

The NSO will consider issues including:

- Student safety and wellbeing
- Racism and racial vilification
- Discrimination
- Gender-based violence
- Course administration
- The fairness and effectiveness of student complaints process
- The appeals process

Please note that the NSO will not consider issues relating to:

- A staff member's employment with the College
- The appointment of a person to the College
- Academic decisions such as complaints about grades and marks

Common external avenues of redress for complaints such as these include the [State Ombudsman](#) and the [Equal Opportunity Commission](#).

If the NSO concludes that the matter is not within its scope and does not refer the student to an alternative government agency, the student may request a review through the Resolution Institute.

The Resolution Institute
<https://resolution.institute/>
Phone: +61 2 9251 3366 or 1800 651 650
infoaus@resolution.institute

Public

For more information on procedures relating to the receipt and resolution of complaints, see the ECC Complaints Policy and Procedures. [Policies, Procedures & Forms - Edith Cowan College](#)

If you are dissatisfied with the way the College has resolved your complaint, there are external agencies you may wish to contact in respect of your complaint. These include:

- [Australian Human Rights Commission](#)
- [Corruption and Crime Commission](#)
- [Equal Opportunity Commission](#)
- [Consumer Protection | Western Australian Government](#)
- [State Ombudsman](#)
- [Western Australia Police](#)

Staff

Employees with grievances or allegations of corruption have the right to approach external bodies such as the:

- [Australian Human Rights Commission](#)
- [Corruption and Crime Commission](#)
- [Equal Opportunity Commission](#)
- [State Ombudsman](#)
- [Western Australia Police](#)