

## Information for students who cannot identify an Australian provider

This information is for students who wish to complain about an education agent where the student **cannot** identify an Australian education provider they intended to enrol with or have enrolled with.

If students communicated with an education agent's office **in their home country**, they should contact their local authorities to file a complaint.

If students communicated with an education agent's office **in Australia**, they can file a complaint with the consumer affairs agency in the state where the agent is located.

<b>Organisation</b>	<b>State/Territory</b>
<a href="#">Access Canberra</a>	Australian Capital Territory
<a href="#">Office of Fair Trading</a>	New South Wales
<a href="#">Consumer Affairs</a>	Northern Territory
<a href="#">Office of Fair Trading</a>	Queensland
<a href="#">Consumer and Business Services</a>	South Australia
<a href="#">Office of Consumer Affairs and Fair Trading</a>	Tasmania
<a href="#">Department of Commerce</a>	Western Australia
<a href="#">Consumer Affairs Victoria</a>	Victoria

In order for agencies to help students easily, students should provide as much of the following as possible:

- correspondence they had with the education agent
- evidence of direct payments they made to the education agent.