

30 January 2025

Sarah Bendall
First Assistant Ombudsman
National Student Ombudsman

Dear Ms Bendall

Managing National Student Ombudsman – New South Wales Ombudsman Relations

I refer to your letter dated 29 January 2025 to establish arrangements between our organisations in relation to higher education complaints.

We are supportive of coordination, cooperation and information sharing to the extent permissible by the *Universities Accord (National Student Ombudsman) Act 2024* (Cth) and the *Ombudsman Act 1974* (NSW) (Ombudsman Act).

To that end, I agree to the points in the Letter of Exchange, and we look forward to ongoing engagement with your office.

Yours sincerely

Paul Miller
NSW Ombudsman