

Our Ref: 24/01/0126

18 December 2024

**Ms Sarah Bendall**

First Assistant Ombudsman  
National Student Ombudsman  
GPO Box 442  
Canberra ACT 2601

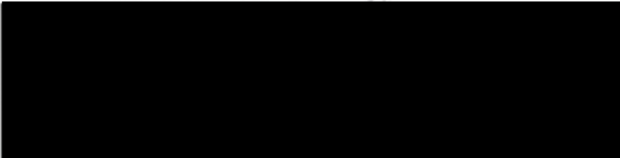
Dear Ms Bendall

**RE: Managing National Student Ombudsman (NSO) -Northern Territory  
Ombudsman (NT Ombudsman) Relations**

Thank you for your letter dated 5 December 2024 outlining our agreed proposal to manage relations between our organisations in dealing with complaints in the higher education sector.

We support the proposed arrangements outlined in your letter and look forward to working with you to provide a strong Ombudsman complaint management system for those involved in higher education.

Yours sincerely

  
**Brenda Monaghan**  
A/OMBUDSMAN