

30 January 2025

Sarah Bendall
First Assistant Ombudsman
National Student Ombudsman
GPO Box 442
CANBERRA ACT 2601

Dear Sarah Bendall

Managing National Student Ombudsman (NSO) – Victorian Ombudsman Relations

Thank you for your letter to the Victorian Ombudsman dated 20 January, proposing arrangements to manage relations between our organisations within the higher education sector. The Ombudsman has asked me to reply on her behalf.

We agree to the proposed arrangements for coordination, cooperation and information sharing between our two organisations.

We look forward to working with the National Student Ombudsman to ensure complaint handling for higher education students is coordinated and trauma-informed, and oversight of the sector is effective.

Yours sincerely



Dan Nicholson
Deputy Ombudsman, Operations