## PROCESS FOR CLAIMING A REFUND

Please refer to [https://students.curtin.edu.au/essentials/fees/refund-and-remission-of-fees](https://students.curtin.edu.au/essentials/fees/refund-and-remission-of-fees) for information on how to apply for a refund and email your completed application to [studentrefunds@curtin.edu.au](mailto:studentrefunds@curtin.edu.au) or by mail to Student Finance & Statutory Reporting, Student Services Curtin University GPO Box U1987 Perth WA 6845.
REQUEST FOR REVIEW
If a student disagrees with the outcome of an application for a refund, a written request for review may be submitted to the University. The request for review must contain information on circumstances not previously presented or considered in the original application, and should be accompanied by any relevant documentation supporting the basis of the request. The supporting documentation to be included should provide enough detail for the Manager to make an informed decision regarding the case for review. Each request for review will be considered on its merits, in conjunction with the supporting documentation provided. The request for review may be submitted either by email or post to the Manager, Student Finance and Statutory Reporting, Student Services at studentrefunds@curtin.edu.au or GPO Box U1987, Perth WA 6845.

PROCESS FOR APPEAL
If a student is dissatisfied with the outcome or the conduct of the University’s internal review process and has exhausted their internal appeal options, they may raise their concerns with:

The Ombudsman, Western Australia
The Ombudsman, Western Australia, investigates complaints about Western Australian public authorities including State government agencies, statutory authorities, local governments and public universities. The Ombudsman services are free to the public. The Ombudsman WA can be contacted on (Tel) +61 8 9220 7555 (Fax) +61 9220 7500 or (Email) mail@ombudsman.wa.gov.au

IMPORTANT NOTES:
This written agreement, and the right to make complaints and seek appeals of decisions and action under various processes, does not affect the rights of the student to take further action under the Australian Consumer Law if the Australian Consumer Law applies. Tuition fees will be refunded in accordance with these agreements. Please note it is the student’s responsibility to ensure, when requesting a refund, the appropriate withdrawal from a course/unit application has been lodged with the University.
The University accepts no liability for any currency exchange fluctuation between the date the fee payments were received and the date the refund is paid, or for any bank charges relating to the refund.