



OMARA Portal - User Guide

OMARA Portal User Guide - complain about a Registered Migration Agent

This guide explains how to lodge a complaint against a Registered Migration Agent.

IMPORTANT: The Office of the Migration Agents Registration Authority (OMARA) has jurisdiction to consider complaints about registered migration agents (RMAs) only. If you encounter a person providing unlawful immigration assistance, report them to the Department of Home Affairs using the [Border Watch form \(homeaffairs.gov.au\)](https://www.homeaffairs.gov.au/border-watch).

Legislation came into effect on 22 March 2021 allowing Australian legal practitioners (lawyers) to lawfully provide immigration assistance without being an RMA. As a result, lawyers no longer appear on the OMARA Register of Migration Agents (the Register).

If your complaint is about a previous RMA who is now a legal practitioner, you should contact their relevant state or territory legal professional body. For more information about on how to lodge a complaint about a legal practitioner providing immigration assistance please refer to the [Department of Home Affairs website](https://www.homeaffairs.gov.au).

Covered in this guide

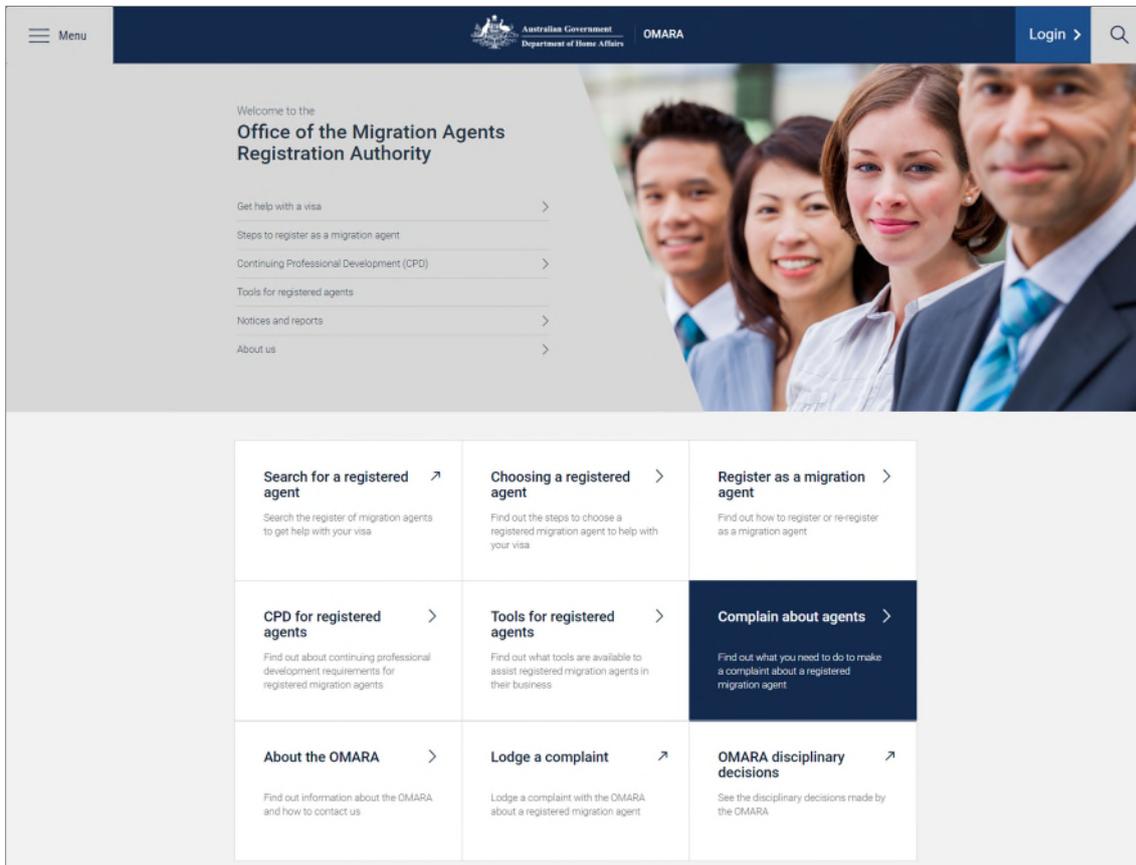
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Note: The images shown in this guide are based on a standard computer screen. What you see will depend on the device you are using and may not match the images shown. The steps will remain the same, regardless of the device you are using.

How to make a complaint

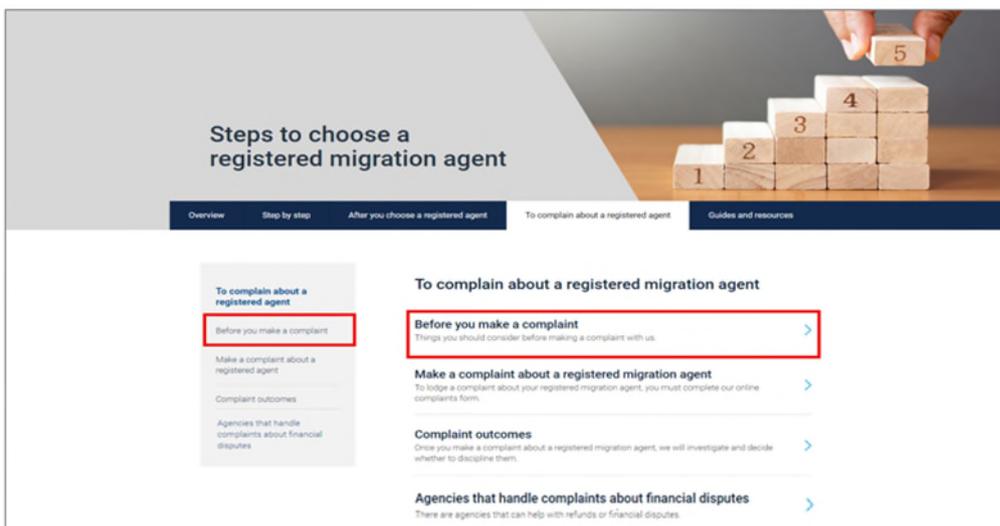
To make a complaint:

1. Open the OMARA website: www.mara.gov.au
2. From the home page select **Complain about agents**.

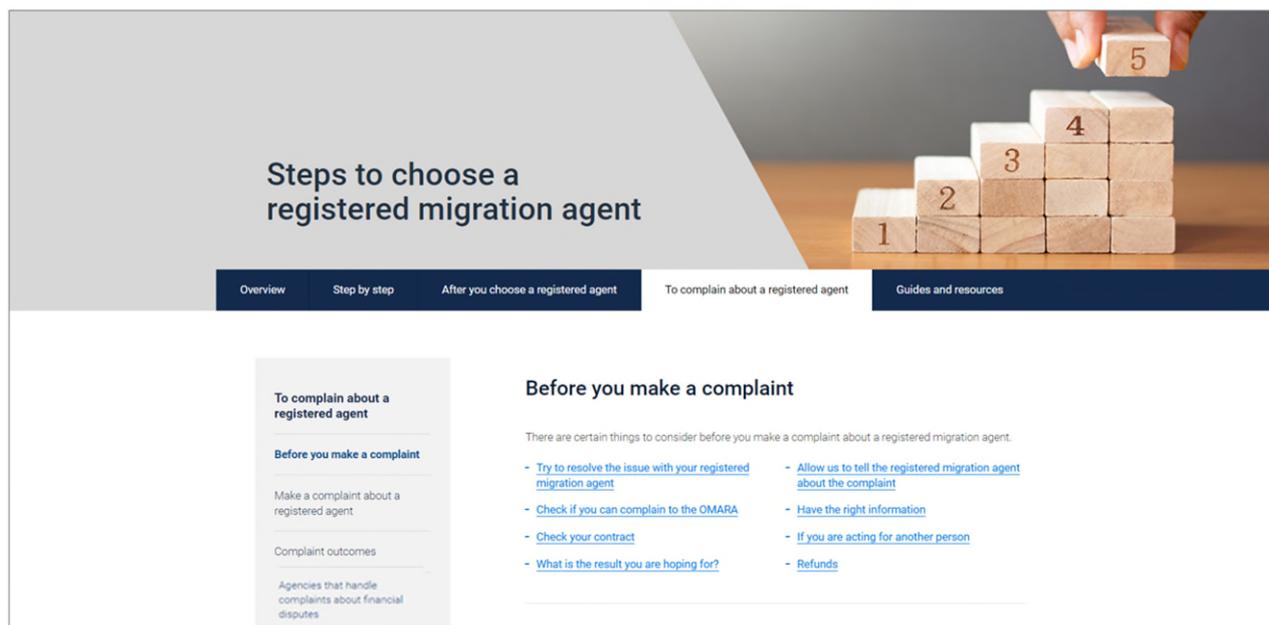


The Steps to choose a registered migration agent page displays.

3. Select **Before you make a complaint**.



The **Before you make a complaint** page displays.



This page provides important information for you to consider before you make a complaint about an RMA, including what to do in preparation for making a complaint and what happens once you have made a complaint.

Review the information on this page. Here are some thoughts to consider:

[Have you tried to resolve the issue by discussing the matter with the RMA?](#)

[What would you like to happen as a result of the complaint?](#)

[Is the OMARA the right authority to assess the complaint?](#)

The OMARA cannot order an RMA to give you a refund. Follow the [Agencies that handle complaints about financial disputes \(mara.gov.au\)](#) link for valuable information about choosing the right agency to take your complaint and how to apply for a refund or help you with financial disputes.

[What information and documents will need to be included when lodging the complaint?](#)

Once you commence the process of lodging a complaint you cannot save the form and come back to it later, so make sure you have all the relevant information and documentation ready in advance. Prepare scanned or electronic copies of all your documents. Include supporting evidence such as written communications with the RMA and copies of tax invoices and receipts. Refer to the **Have the right information** section for guidance on the type of documentation that will be expected.

Will another person be acting on your behalf?

If another person will be acting on your behalf in relation to the complaint, scroll to the **If you are acting for another person** section and follow the **Authorisation for representation declaration** link to download the declaration form that will need to be completed, signed and submitted as part of the complaint.

4. When you are ready to lodge the complaint with the OMARA, follow the **Make a complaint about a registered agent** link.



The **Make a complaint about a registered migration agent** page displays.

5. Follow the **Online complaints form** link

The OMARA Portal opens at the **Make a complaint** form.

The image shows the 'Make a complaint' form on the OMARA portal. At the top, there is a navigation bar with the Australian Government logo and 'OMARA' text. Below the navigation bar, there is a breadcrumb trail: 'Home > Make a complaint >'. The main heading is 'Make a complaint'. Below the heading, there is a note: 'Note: If you are using Internet Explorer (IE) and experience difficulties with this online form we recommend you change to a different internet browser and try again.' The form contains four search fields: 'Last Name', 'Given Name', 'Migration Agents Registration Number (MARN)', and 'Business Name'. Each field has a dropdown arrow on the left. To the right of these fields is a 'Full Name' field with a 'MARN' dropdown and a 'Business Name' field. Below these fields is a 'Search' button. The text 'Enter the registered migration agent's details in the search fields. Then select 'Search'.' is displayed below the search fields.

The first step is to search for the RMA who is the subject of the complaint.

There are four search fields.

- The **Last Name** and **Given name** fields allow you to search using the RMA's name.
- Every RMA has a unique identifying number, known as an **MARN (Migration Agent Registration Number)**. If you know the agent's MARN, you can use this field to search for their record. If you are using this number to conduct a search there is no need to complete any other search fields.
- The **Business Name** field allows you to search for all RMAs linked to a business or organisation.

6. Complete the relevant search fields to locate the RMA record.

7. Select **Search**.

Records matching your search criteria are displayed.

Last Name	Full Name	MARN	Business Name
Olive Dion	Olive Dion	0000011	Must Migrate RMA

8. Select the agent from the search results.

If you are unable to locate your agent, they may no longer be registered. In this instance send an enquiry to the OMARA. To do this, select **Contact us** from the page header then follow the **online enquire form link**.

The **Make a Complaint** form displays.

1 Nature of Complaint 2 Complaint Background 3 Complainant's Personal Details 4 Complaint details 5 Supporting Documents 6 Declaration

What is the reason for your complaint?
You can add an additional reason by selecting from the multiple option list. You can unselect by clicking the option list again.

- Agents Conduct
- Misleading Advertisement
- Refund
- Resolving Disputes
- Return of Files/Documents
- Other

The form is divided into pages that are marked by tabs. The tabs have a colour coding:

- Blue – current page
- Green – completed page
- Grey – page to be completed.

9. Complete the form with the details of the complaint.

Some tips to help you complete the form.

General tips

- Some questions are mandatory, so you will not be able to move to the next section until the question is answered. Mandatory questions are marked with a red asterisk - *

I give my permission for the agent to be notified of my complaint, including my name and documents that I provide. *

- You can move between tabs using the previous and next buttons but you cannot close the application and come back to it later. You must have everything ready to lodge your complaint so you don't have to start again.

- Some additional questions may appear on the form depending on the answers you provide.

Nature of complaint

1 Nature of Complaint 2 Complaint Background 3 Complainant's Personal Details 4 Complaint details 5 Supporting Documents 6 Declaration

What is the reason for your complaint?
You can add an additional reason by selecting from the multiple option list. You can unselect by clicking the option list again.

Agents Conduct
 Misleading Advertisement
 Refund
 Resolving Disputes
 Return of Files/Documents
 Other

I give my permission for the agent to be notified of my complaint, including my name and documents that I provide. *

Next

- Select the option or options that best describes the reason for the complaint. You can choose more than one option but remember the OMARA cannot help you if you are only seeking a refund.
- When deciding if you will give permission for the RMA to be notified about your complaint, please be aware that the OMARA may not investigate your complaint unless you give permission to tell your RMA about your complaint. If you give your permission, the OMARA will show the RMA your complaint with your name. If you give permission please select **Yes**.
- If you do not give your permission for the RMA to be notified about your complaint and wish to remain anonymous, please select **No**. You can still submit your complaint and the information you provide will be recorded, however please remember that it may be more difficult for OMARA to investigate your complaint if we cannot provide your details to the RMA.

I give my permission for the agent to be notified of my complaint, including my name and documents that I provide. *

Yes
No

- If you have appointed someone else to represent you in this matter, you will be asked to submit a copy of a signed declaration at the supporting documents step. Follow the link to download the declaration for completion and have it signed by your representative.

Have you authorised someone else to lodge this complaint on your behalf?

Yes

If you want someone to represent you, you must attach a signed authorisation to this complaint. You can download the authorisation form here.

[Authorisation for representation declaration](#)

Complaint Background

1 Nature of Complaint ✓ 2 Complaint Background 3 Complainant's Personal Details 4 Complaint details 5 Supporting Documents

6 Declaration

Are you a client of this agent ?

Have you already tried to resolve your dispute with the agent?

Have you contacted any other government agencies or courts about your complaint?

Did you deal with anyone besides this agent?

What type of visa does your complaint relate to?

Visa Category

Visa SubCategory

Did the agent give you a service agreement or contract?

How much money did you pay the agent?

Did the agent give you a receipt or invoice?

Your Agent's Details

First Name
Olive

Last Name

Previous Next

- As you complete this page, remember to provide as much background information as possible. This will assist in the consideration of your complaint.
- If you indicate that you are not a client of the RMA the complaint is about, you will be asked what your relationship is to the RMA.

Are you a client of this agent ?

No

What was your relationship to the agent?

Former business associate

- If you have already tried to resolve your dispute with your RMA, briefly explain what you have done. For example, have you contacted your RMA to tell them why you are not happy with them? If you have records of correspondence or text messages, upload them at the supporting documents page as they can be very helpful when considering your complaint.

Have you already tried to resolve your dispute with the agent?

Yes

Please provide details

I discussed the issue with him and he said he had not done anything wrong

- If you have contacted other government agencies or courts about this matter, you will be asked to advise which agencies. For example, the police, a tribunal or a court.

Have you contacted any other government agencies or courts about your complaint?

Yes

Click on the 'Add' button below to add the agency or court you contacted. You can add additional agencies or courts by clicking the 'Add' button again. You can delete an entry by clicking the arrow on the right hand side of the entry and selecting 'Delete'.

Add

Agency or Court ↑

There are no records to display.

To add an agency:

- Select **Add**. The **Create** pop-up displays.

Create

Agency or Court

Submit

- Select the search option. The **Lookup records** pop-up displays.

Agency or Court

Submit

Lookup records

Search

<input checked="" type="checkbox"/>	Name	Created On
<input type="checkbox"/>	Consumer tribunal	21/05/2015 6:53 PM
<input type="checkbox"/>	Police	21/05/2015 6:53 PM
<input type="checkbox"/>	Local court	21/05/2015 6:53 PM
<input type="checkbox"/>	Fair trading organisation	21/05/2015 6:53 PM
<input type="checkbox"/>	Other	21/05/2015 6:54 PM

Select Cancel Remove value

- Select the best option.
- Choose **Select**.

- Select **Submit**. The option is added.

- Repeat this process for each agency you have contacted.

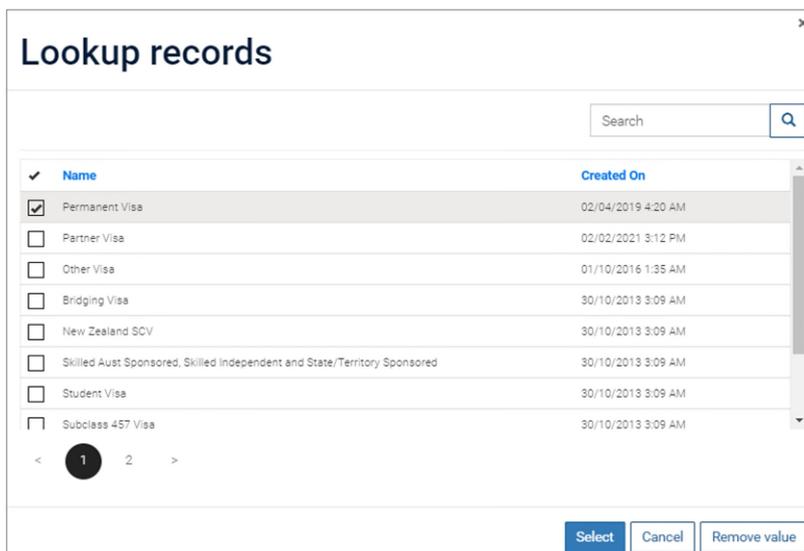
If you have records of correspondence with the agencies, upload them at the supporting documents page as they can be very helpful when considering your complaint.

- If you dealt with anyone else in relation to this matter, you will be asked to provide their details and explain what they did for you.

- To help with your complaint, you are asked what type of visa the RMA was assisting you with.

To provide this information:

- Select the Search icon on the **Visa Category** field. The **Lookup Records** pop-up box displays.



- Select your visa category from the list.
- Choose **Select**. The Visa Category field is updated.

The screenshot shows a form titled "What type of visa does your complaint relate to?". It has two input fields: "Visa Category" and "Visa SubCategory". The "Visa Category" field is populated with the text "Skilled Aust Sponsored, Skilled Independent and State/Territory Sponsored". Both fields have search icons to the right.

Repeat this process for the Visa SubCategory.

If you cannot find the visa category or you are not sure which category to select, leave these fields blank.

- A service agreement or contract lists the services an RMA agrees to provide for you and should include the cost of those services. It should also include any additional costs such as visa application fees. If the RMA gave you a contract or agreement, upload a copy of it at the supporting documents page.

The screenshot shows a dropdown menu with the question "Did the agent give you a service agreement or contract?". The selected option is "Yes".

- When answering the question **How much did you pay the agent?** tell us the total amount of money paid in Australian dollars. Do not include a dollar sign (\$) or comma (.). For example, if you paid the agent AU\$2,000 one day, AU\$1,000 another day then another AU\$2,000 another day, you would enter **5000** in answer to this question.

The screenshot shows a text input field with the question "How much money did you pay the agent?". The value "5000" is entered in the field.

- If the RMA provided you with receipts for your payments, upload copies of the receipts at the supporting documents page.

The screenshot shows a dropdown menu with the question "Did the agent give you a receipt or invoice?". The selected option is "Yes".

Complainant's Personal Details

- 1 Nature of Complaint ✓
- 2 Complaint Background ✓
- 3 Complainant's Personal Details
- 4 Complaint details
- 5 Supporting Documents
- 6 Declaration

You must answer ALL questions marked with an asterisk

Title

Family Name *

First Name *

Second Given Name

Address1

Address 2

Address 3

Suburb

State

Post Code

Country

Mobile Phone

Business Phone

Email *

Date of Birth *

Do you need an interpreter

Form of Identification

ID Number

[Previous](#) [Next](#)

- Complete the fields with your full name, date of birth and contact details.
- The email address you enter here will be the one the OMARA will use to contact you about the complaint.

Note: It is important to enter your email address here, otherwise you will not receive confirmation that your complaint has been received and other important information. This can also delay the investigation process.

- In the **Do you need an interpreter field**, you can say here if you need an interpreter. You will be asked which language the interpreter will need to speak.

To do this:

- At the **In what language** field, select the search icon. The **Lookup records** pop-up box displays.

Name	Created On
<input type="checkbox"/> Afaan Oromoo	07/06/2013 1:54 AM
<input type="checkbox"/> Afrikaans	07/06/2013 1:54 AM
<input type="checkbox"/> Arabic	07/06/2013 1:54 AM
<input type="checkbox"/> Assyrian	07/06/2013 1:54 AM
<input type="checkbox"/> Bangali	07/06/2013 1:54 AM
<input type="checkbox"/> Bengali	07/06/2013 1:54 AM
<input type="checkbox"/> Bosnian	07/06/2013 1:54 AM

- Select your language.
- Choose **Select**. The **In what language** field is updated.

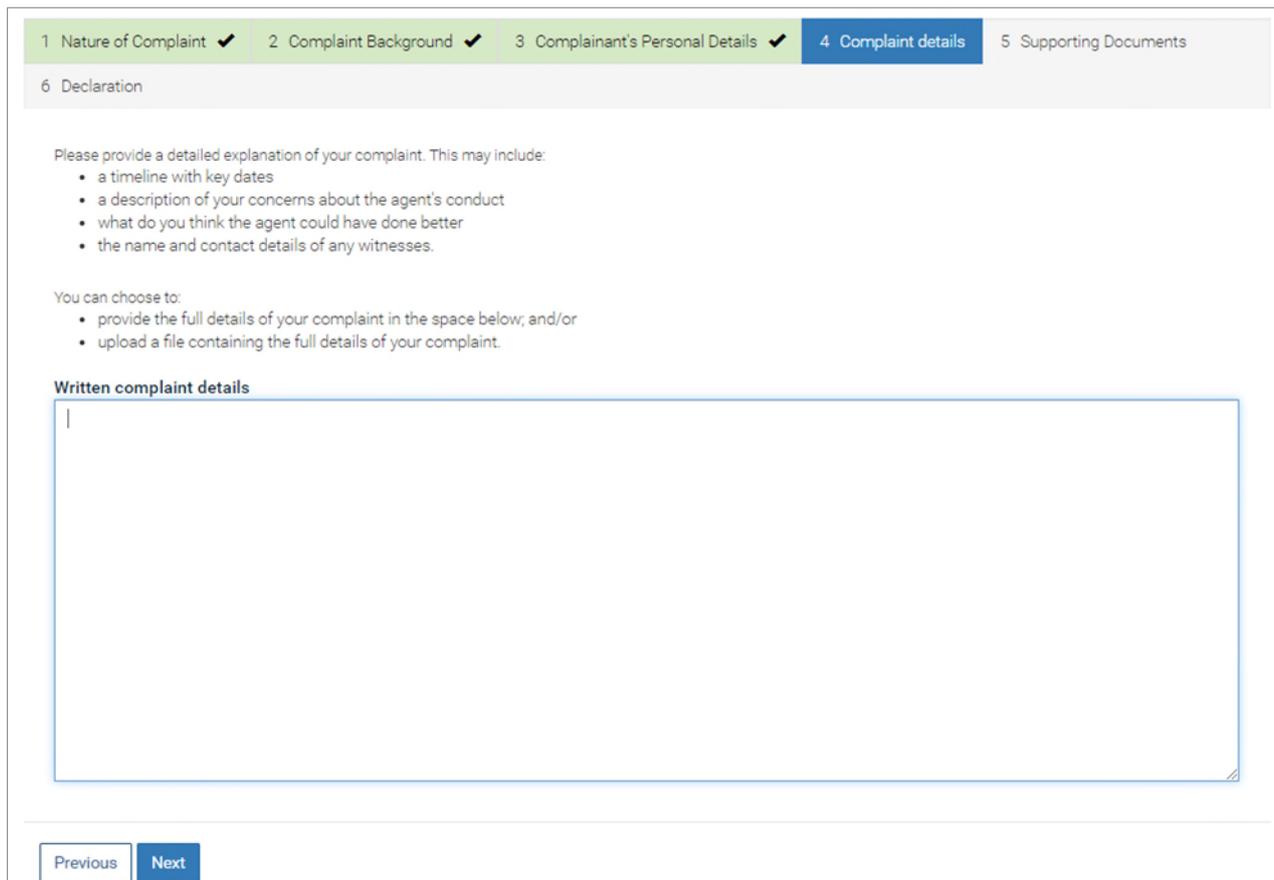
- In the **Form of Identification** field. Select the relevant form of identification from the list. This can be any travel document, or if the Department has previously supplied you with

an identification number, you could use this number here. Enter the number in the **ID Number** field.



The screenshot shows a form with a dropdown menu labeled 'Form of Identification' and a text input field labeled 'ID Number'. The 'ID Number' field is highlighted with a red rectangular border. Below the dropdown, there are three radio button options: 'Travel document', 'Client identification number', and 'Transaction reference number (TRN)'. At the bottom left of the form, there are 'Previous' and 'Next' buttons.

Complaint details



The screenshot shows a multi-step process with six tabs: '1 Nature of Complaint', '2 Complaint Background', '3 Complainant's Personal Details', '4 Complaint details', '5 Supporting Documents', and '6 Declaration'. The '4 Complaint details' tab is selected and highlighted in blue. Below the tabs, there is a section titled 'Please provide a detailed explanation of your complaint. This may include:' followed by a bulleted list: 'a timeline with key dates', 'a description of your concerns about the agent's conduct', 'what do you think the agent could have done better', and 'the name and contact details of any witnesses.' Below this, there is another section titled 'You can choose to:' followed by a bulleted list: 'provide the full details of your complaint in the space below; and/or' and 'upload a file containing the full details of your complaint.' Below the lists, there is a section titled 'Written complaint details' with a large empty text area for input. At the bottom of the form, there are 'Previous' and 'Next' buttons.

- You can either type the details of your complaint in the box provided or if you have a saved document with all the relevant details you can upload this at the supporting documents tab.
- When you are telling the OMARA about your complaint, please provide as many details as possible. This could include when you first asked the RMA to provide assistance and the date you were expecting your application to be submitted. Also include why you are concerned about the RMA's conduct and what they could have done better.

Complainant's representative details

1 Nature of Complaint ✓ 2 Complaint Background ✓ 3 Complainant's Personal Details ✓ 4 Complaint details ✓

5 Complainant Representative Details 6 Supporting Documents 7 Declaration

*You must answer ALL questions marked with an asterisk**

Title

Family Name *

First Given Name *

Second Given Name

Address 1: Street 1

Address 1: Street 2

Address 1: Street 3

Suburb

State

- This section **only** displays if you have advised that someone else is acting on your behalf. Remember a signed **Authorisation for representation declaration** form from this person is required if they are acting for you.
- Complete the fields to provide this person's full name, date of birth and contact details.
- At the end of the form you must indicate who this person is to you and the details of your connection with them.

Supporting Documents

1 Nature of Complaint ✓ 2 Complaint Background ✓ 3 Complainant's Personal Details ✓ 4 Complaint details ✓ 5 Supporting Documents

6 Declaration

Please upload all documents you have that may be relevant to your complaint such as::

Note: Maximum size for individual file upload is currently 10MB

- Letters, emails or other correspondence with the agent
- Official letters from the Department that are related to your immigration matter
- Contracts or agreements with the agent
- Tax invoices and receipts for payment from the agent

Note: If you are acting on behalf of someone you must upload a signed declaration from the complainant authorising you to do so.

You can upload another document by clicking 'Add files'. You can delete an entry by selecting 'Delete' from the drop-down.

[Add files](#)

There are no folders or files to display.

Mandatory Documents

<input type="checkbox"/> Contract Documents Agreement for Services and Fees (contract)	<input type="checkbox"/> Payments and Invoices Receipts / invoices / statement of services
---	---

Optional Documents

<input type="checkbox"/> Declaration Signed declaration from a complainant authorising a representative to act on their behalf	<input type="checkbox"/> Other Optional Documents
<input type="checkbox"/> Agent Correspondence Letters, emails or other correspondence with the agent and their response	<input type="checkbox"/> Departmental Correspondence Letters from the Department of Immigration and Border Protection or other agencies
<input type="checkbox"/> Details of Complaint Details about the reason for your complaint	<input type="checkbox"/> Identity Documents Copy of your identity documents - passport bio-data page
<input type="checkbox"/> Additional Information Any other documents to support your complaint	

[Previous](#)

- The list of **Mandatory documents** is based on the answers you provided while completing the form. You **must** upload these documents to be able to submit the complaint.
- The list of **Optional documents** are other documents that you think might support the complaint. You can upload as many of these documents as you like.
- To upload a document:
 - Select **Add Files**. The **Add Files** pop-up displays.

Add files

Document Type: Contract Documents

Choose files: Choose Files | No file chosen

[Add files](#) [Cancel](#)

- From the **Document Type** drop down, select the type of file you are uploading.
- Select **Choose Files**.
- Follow the prompts to select and upload your file from wherever it is stored on your device.
- Select **Add files**.

The uploaded document displays in the document list, and the file type has a tick next to in the document list. Repeat this process for any additional files.

You can upload another document by clicking 'Add files'. You can delete an entry by selecting 'Delete' from the drop-down.

[Add files](#)

Document Type	Name ↑	Modified	
Contract Documents	Contract.docx (17 KB)	2 minutes ago	▼
Payments and Invoices	Receipt for fees.pdf (235 KB)	less than a minute ago	▼

Mandatory Documents

<input checked="" type="checkbox"/> Contract Documents Agreement for Services and Fees (contract)	<input checked="" type="checkbox"/> Payments and Invoices Receipts / invoices / statement of services
---	---

Optional Documents

<input type="checkbox"/> Declaration Signed declaration from a complainant authorising a representative to act on their behalf	<input type="checkbox"/> Other Optional Documents
<input type="checkbox"/> Agent Correspondence Letters, emails or other correspondence with the agent and their response	<input type="checkbox"/> Departmental Correspondence Letters from the Department of Immigration and Border Protection or other agencies
<input type="checkbox"/> Details of Complaint Details about the reason for your complaint	<input type="checkbox"/> Identity Documents Copy of your identity documents - passport bio-data page
<input type="checkbox"/> Additional Information Any other documents to support your complaint	

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Declaration

1 Nature of Complaint ✓ 2 Complaint Background ✓ 3 Complainant's Personal Details ✓ 4 Complaint details ✓ 5 Supporting Documents ✓

6 Declaration

Declaration

I, Jun Sitzen, date of birth 07/07/1977 have made a complaint to the Office of the Migration Agents Registration Authority (the Authority).

I declare that:

1. I give my permission for the Agent to be notified of my complaint, including my name and documents that I provide.
2. I understand that the Authority is an office within the Department of Home Affairs (the Department) and that the Authority will access all relevant records held by the Department to investigate my complaint.
3. I agree to the Authority referring the substance of my complaint to the Registered Migration Agent.
4. I agree that the Authority may refer information relating to my complaint concerning a current or former Australian lawyer to a law society or legal services commission in the relevant state or territory if appropriate.
5. I declare that the information given in connection with this complaint is true and correct.

To submit your complaint you must agree to the declaration by ticking the 'I Agree' box.

I agree *

SGtRtTx

Generate a new image
Play the audio code

Enter the code from the image

- The final page is a declaration. To submit your complaint you must agree to the declaration.
- Read through the five statements provided and if you agree, tick the 'I agree' box.
- Please note that if you selected **No** when asked if you give your permission for the RMA to be notified about your complaint, on the **Nature of Complaint** tab, the declaration below will display instead. Read through the three statements provided and if you agree, tick the 'I agree' box.

Declaration

I, Harry Fish, date of birth 10/10/1991 have made a complaint to the Office of the Migration Agents Registration Authority (the Authority).

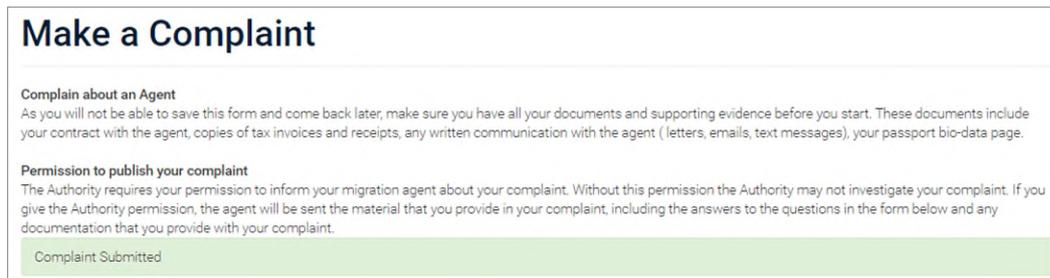
I declare that:

1. I have not given my permission for the Agent to be notified of my complaint, including my name and documents that I may provide to the Authority.
2. I acknowledge that the Authority may not investigate my complaint as I have not given permission for the Agent to be notified of my name and the documents I may have provided.
3. I declare that the information given in connection with my complaint is true and correct.

To submit your complaint, you must agree to the declaration by ticking the 'I Agree' box.

I agree *

- Enter the code from the image. Make sure you enter it exactly as it appears, including capitals and small letters. For example the code displayed above would be entered as **SGtRtTx**.
- Select **Submit**. A **Complaint Submitted** message displays.



Make a Complaint

Complain about an Agent
As you will not be able to save this form and come back later, make sure you have all your documents and supporting evidence before you start. These documents include your contract with the agent, copies of tax invoices and receipts, any written communication with the agent (letters, emails, text messages), your passport bio-data page.

Permission to publish your complaint
The Authority requires your permission to inform your migration agent about your complaint. Without this permission the Authority may not investigate your complaint. If you give the Authority permission, the agent will be sent the material that you provide in your complaint, including the answers to the questions in the form below and any documentation that you provide with your complaint.

Complaint Submitted

What happens next?

An email is sent to the email address you provided in the complaint, letting you know your complaint has been received. **Remember it is important that you entered your email address under the Personal Details tab.**

The complaint is allocated to a case officer who will either contact you for more information or start to investigate the complaint based on the information you have provided.

The OMARA will contact the agent to see how the complaint can be resolved. How the contact is made depends on why you made the complaint and how serious it is. If your complaint is straightforward (for example, asking that documents be returned to you), the OMARA will telephone your RMA and ask for a response. If your complaint is more serious (for example, concerns about your agent’s conduct), the OMARA will contact the agent in writing and ask for a response.

The officer assigned to your case then decides if the Code of Conduct for registered migration agents has been breached by your RMA and, if so, what action is needed. You will be sent an email once the case officer has made a decision about your complaint.

Please note that while all complaints received by the OMARA are acknowledged upon receipt, due to the large number of complaints received, it can be some time before a complaint is allocated to a case officer and consideration of the complaint is commenced.

All complaints received by the OMARA are given careful consideration and this process can take a significant amount of time, depending on the complexity of the actual complaint. A complaint will also take longer to investigate if there are multiple complaints against a particular agent that need to be considered simultaneously.