



A Guide to Making a Complaint

Office of the MARA

1. BEFORE MAKING YOUR COMPLAINT

The OMARA's website contains plenty of information about resolving a dispute with your agent. Make sure you read this information before you take the step of making a complaint.

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Agent and provider log in
Username Password [Log in](#)
[Forgot your log in details?](#)

Australian Government
Department of Immigration
and Border Protection

Office of the Migration Agents Registration Authority

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How to choose a migration agent
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Search for an agent

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Location
eg. country, state, city, town, suburb, postcode

Agent
eg. agent's family name or MARN

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If you have a disagreement or dispute with your registered migration agent, the Office of the Migration Agents Registration Authority might be able to help. We can investigate your complaints about migration advice and assistance, including the quality of the service or your agent's fees.
[Making a complaint about an agent](#)

If your complaint is not about migration advice or assistance, you need to contact a different organisation. For example, if you believe your agent is involved in:

- a criminal matter — contact the police
- migration fraud — contact the Department of Immigration and Border Protection. [Immigration Dob-in service](#)
- matters involving lawyers that do not relate to immigration — contact the Legal Services Commissioner in the relevant state or territory.

2. MAKING A COMPLAINT

If you decide to make a complaint about an agent, click **Make a complaint about an agent** on the OMARA's home page.

The screenshot shows the OMARA website home page. At the top left is the Australian Government logo and the text "Australian Government Department of Immigration and Border Protection". To the right is an "Agent and provider log in" section with fields for "Username" and "Password" and a "Log in" button. Below the logo is the "Office of the Migration Agents Registration Authority" title and a search bar. A blue navigation bar contains links for "Using an agent", "Becoming an agent", "News and publications", "Contact us", and "About us". Below this are two columns of links: "I want to..." and "Find out about...". The link "> Make a complaint about an agent" in the "I want to..." column is highlighted with a red box. To the right is a "Search for an agent" section with a map and input fields for "Location" and "Agent".

3. READ THE INSTRUCTIONS CAREFULLY

Make sure you read the instructions carefully. Remember, once you start filling out the form, you cannot log out and log back in. If you do, you will need to start the form again from the beginning. Once you have read all of the instructions, and are prepared to fill out the form, click **Make your complaint**.

Make your complaint

If the agent is not found, you can choose to search again OR click the radio button next to **Cannot find agent** and click **Next**. This will take you to a page where you can manually enter the agent's details (as you know them).

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Complain about an Agent

Find the agent you are complaining about using the search function below.

Agent Name Agent's Given Name

Migration Agents Registration Number (MARN)

Business Name

Your search found 1 results.
Please select your agent and click "Next".

[Show All](#) [ABC](#) [DEF](#) [GHI](#) [JKL](#) [MNO](#) [PQRS](#) [TUV](#) [WXYZ](#)

	MARN	Name of agent	Business name
<input checked="" type="radio"/>	XXXXXXXX	XXXXXX	XXXX Pty Ltd
<input type="radio"/>	Cannot find agent		

If your agent does not appear in this list, please try searching with fewer search terms, for example 'MARN' or 'Business name' only.
If you cannot find your agent using this search please select "Cannot find agent" and click 'Next'.

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5. SELECT THE TYPE OF COMPLAINT YOU ARE MAKING

Once you have identified the agent you are complaining about, select the type of complaint that you are making. Note there are two types of complaints: a complaint against an agent's conduct and a complaint about advertising.

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Complain about an Agent

Mr XXXXXX XXXXXX MARN: XXXXXXXXX
 XXXXXXX Company Pty Ltd
 Address:
 Phone:
 Email:

6. PERMISSION TO PUBLISH

You will still be able to submit your complaint even if you answer **No** to this question. However the OMARA will require your permission if we are to inform your migration agent of your complaint. This is important, as without this permission the OMARA may not be able to investigate your complaint fully. If you wish to discuss this you may call us on 1300 226 272.

Complain about an Agent

Permission to publish your complaint

The Office of the Migration Agents Registration Authority requires your permission to inform your migration agent of your complaint. Without this permission the Authority may not investigate your complaint.

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.

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

If you wish to discuss this you may call us on 1300 226 272.

[Quit](#)
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7. LODGING A COMPLAINT ON BEHALF OF ANOTHER PERSON

If you are lodging a complaint on behalf of another person, you **MUST** have that person's permission. If you do not have permission, you are not allowed to submit the complaint.

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Complain about an Agent

Are you lodging this complaint on the behalf of another person?
 *

Do you have their permission to lodge a complaint on their behalf?
 *

You cannot lodge a complaint for another person or about another person's experience, without their permission. You cannot continue lodging this complaint.

If you have any questions or require further information, please call us on 1300 226 272.

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8. PERSONAL DETAILS AND DETAILS OF THE COMPLAINT

You will be asked to fill out your personal and contact details (the OMARA may need to contact you for further information) as well as the details of the complaint. You will also be asked to upload any documents you may have to support your complaint

Complain about an agent

You must answer ALL questions marked with an asterisk.

Your full name

Title
 *

Family Name
 *

First Given Name
 *

Second Given Name

Your contact address

Country
 *

State

- 1 Your personal details
- 2 Your registered agent details
- 3 Background details of complaint
- 4 Complaint details
- 5 Supporting documents
- 6 Summary
- 7 Declaration

9. SUMMARY

All information you have entered will be available on the Summary page for you to check. Please check the summary page carefully. You can change your information or correct mistakes by clicking **Edit** in the right corner of each section of the form.

Complain about an agent

You must answer ALL questions marked with an asterisk.

Your Personal Details Edit

Your full name: Mr John Complainant

Your contact address: 1 Chalmers Road
NSW
Australia

Main Contact Number: 61 2 9372

Other Contact Number: 61 4 2117

Email address: jcomplainant@gmail.com

Date of birth: 02/11/1983

English

Main language spoken at home: English

Do you need an interpreter?: No

- 1 Your personal details
- 2 Your registered agent details
- 3 Background details of complaint
- 4 Complaint details
- 5 Supporting documents
- 6 Summary
- 7 Declaration

10. DECLARATION

Once you are satisfied that all the information is correct, you will have to agree to the declaration before you can submit your complaint. Please read the declaration carefully before ticking the “I agree” box. Once you have agreed to the declaration, enter the **CAPTCHA** code and press **Submit**.

Complain about an agent

You must answer ALL questions marked with an asterisk.

Declaration

1. I agree to waive any legal privilege binding the registered migration agent in his/her role as my solicitor, barrister, or legal adviser. This means that I authorise the Authority to obtain any information or documents from the agent related to my complaint.
2. I authorise the Authority to request the Department of Immigration & Citizenship to disclose information relating to this complaint, including any identifying information (s336A Migration Act 1958).
3. I agree that the Authority may give a copy of information it obtains about me from any Commonwealth Government Department to the registered migration agent.
4. I agree that if appropriate the Authority may refer my complaint to another government agency, such a state or territory Fair Trading agency.
5. I agree that if appropriate 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.
6. I declare that the information about this complaint is true and correct.

I agree


 *

Please enter the text in the space provided. Text is not case sensitive.
If you have difficulty select reload for a different challenge, or audio to hear the challenge.

If you have any comments or questions about this declaration please call us on 1300 22 6272.

EXIT
PREVIOUS
SUBMIT

- 1 **Your personal details**
- 2 **Your registered agent details**
- 3 **Background details of complaint**
- 4 **Complaint details**
- 5 **Supporting documents**
- 6 **Summary**
- 7 **Declaration**

11. ACKNOWLEDGEMENT

When you have successfully lodged your complaint, you will be taken to an acknowledgement page that contains your reference number. Make sure you keep your reference number and quote it in any communication you have with the OMARA regarding your complaint.

Complain about an agent

Acknowledgement

Your complaint has been successfully lodged.

Your reference number is **CMP-35311**. Please keep this number and quote it in any communication you have with us.

What happens next?

Your complaint will be allocated to a case officer, who will assess it and will contact you in due course.

Refunds

The Authority cannot order an agent to provide you a refund or otherwise pay you money.

If we determine that the agent has charged you fees that are unreasonable or that it is reasonable that you be paid a full or partial refund, we may make a recommendation to the agent that he or she provide a refund.

There are courts or tribunals in each state that do have the power to order the agent to provide refunds. To find your local consumer protection agency please visit the "Other complaint handling agencies" page on our website.

Your visa application

Making a complaint to the Authority will not have any effect on your visa application or decisions made by the Department of Immigration and Border Protection or other agencies.

Ok

12. NEED ASSISTANCE?

If you require assistance with this process, you can contact us using the **Contact Us** details on the website.