



THE UNIVERSITY OF
NEWCASTLE
AUSTRALIA

DEAN OF STUDENTS

www.newcastle.edu.au

DEAN OF STUDENT CONTACTS

The Dean of Students is located at

Callaghan Campus: Level 3 of the Student Services Centre, Room SC3.05, next door to the Cashiers.

Ourimbah Campus: AB2.17

To make an appointment for both campuses phone 4921 5806.

Enquiries or appointments can also be made by

Fax: 4921 7151

or

email: dean-of-students@newcastle.edu.au

All enquiries are handled in confidence

For further information visit the Dean of Students web site at <http://www.newcastle.edu.au/service/deanofstudents/index.html>

OTHER USEFUL CONTACTS:

University Complaints Manager

Phone: 4921 8633

Email: complaints@newcastle.edu.au

Equity and Diversity

Phone: 4921 6547

Email: equityanddiversity@newcastle.edu.au

NUSA

Phone: 4921 6006

Email: nusa@newcastle.edu.au

NUPSA

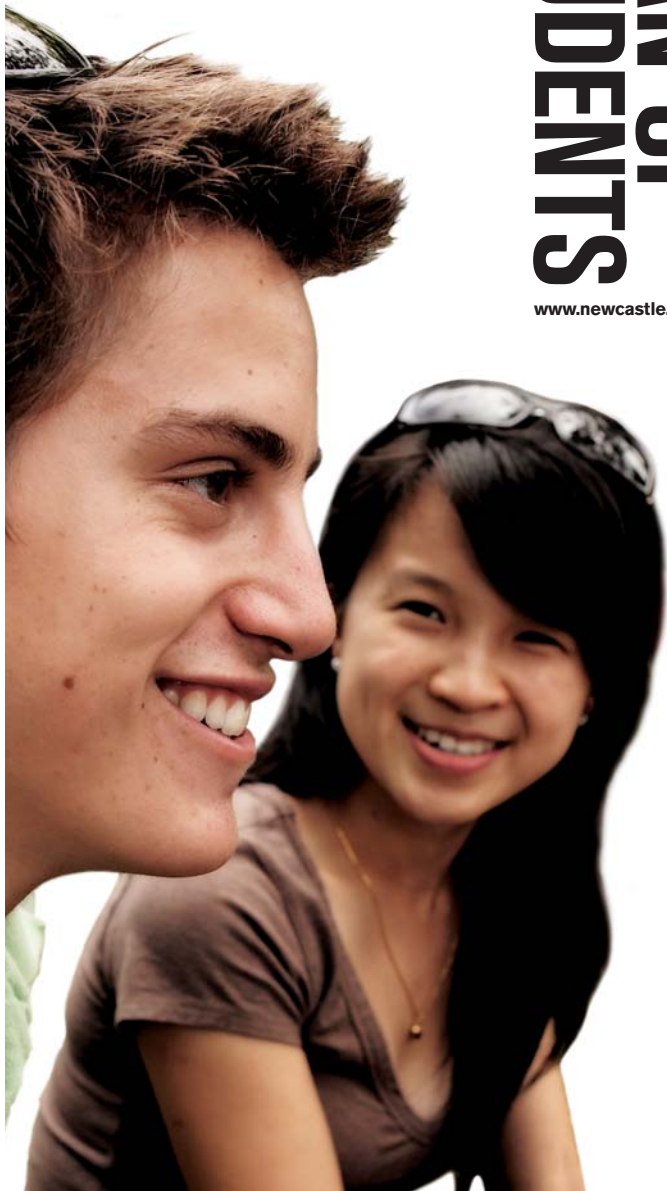
Phone: 4921 8894

Email: nupsa@newcastle.edu.au

Campus Central

Phone: 4348 4260

Email: campuscentral@newcastle.edu.au



WHAT DOES THE DEAN OF STUDENTS DO?

The Dean of Students works to ensure that all students receive fair and equitable treatment at the University of Newcastle across all courses and campuses.

The role includes providing information and advice, and helping students resolve complaints.

The Dean of Students:

- Provides information to students about policies and procedures
- Assists communication between students and the academic community
- Identifies the particular needs and areas of concern of students
- Helps students to resolve complaints
- Reports general concerns of students to the appropriate University staff.

HOW DOES THE DEAN OF STUDENTS ASSIST STUDENTS?

Information

The Dean of Students can provide information on University policies and procedures.

Advice

The Dean of Students can provide advice about how to deal with a particular situation which may be causing you problems.

Referral

The Dean of Students may bring your complaint to the attention of the relevant staff member, or help you make contact with one of the other University services.

Assistance

The Dean of Students can also provide direct assistance. For example, the Dean of Students may be able to help you negotiate in a difficult situation, or perhaps talk to a lecturer or supervisor on your behalf. Sometimes, in more serious matters, the Dean of Students may act as an advocate, or as an intermediary or negotiator in conflict situations.

Formal Complaint

If you have a serious complaint which can't be resolved through discussion or negotiation, the Dean of Students can refer the complaint to the University Complaints Manager.

Your complaint will then be dealt with under the University Policy on Resolution of Complaints.

<http://www.newcastle.edu.au/policylibrary/000745.html>

