Dealing with Student Issues @ UNSW Law

Who to contact with your concerns

The information below assists students who have issues with classes, courses, or teachers in the Law School. It is important that they are dealt with by the right people to ensure that:

- Issues are dealt with efficiently and correctly;
- The appropriate staff are able to keep a proper oversight of their areas of responsibility;
- Advice on a particular matter is given by one person only and is thus more likely to be consistent, and
- When matters need to be escalated there is someone ‘untainted’ within the faculty to whom to escalate them.

Who deals with what?

- Student & teacher queries / concerns regarding enrolment, pre-requisites, class clashes, study plans etc should be sent to Student Services in the first instance, law@unsw.edu.au.

- Student queries / concerns about a course, class, teaching, reading, assessment etc should be dealt with by the class teacher.
  - If it cannot be dealt with at this level it could go to a Course Convenor (UG / JD), or to your Postgraduate Specialisation Director.
  - If it can’t be dealt with at this level it could go to the relevant Director of Studies:
    - Undergraduate (UG) Director of Studies - Christine Forster
    - Juris Doctor (JD) Director of Studies - Mehera San Roque
    - Postgraduate (PG) Director of Studies - Brendan Edgeworth

- Student & teacher queries / concerns regarding individual students.
  - personal matters, progress etc should go to the class teacher / convenor (if it relates to the student in that course only) or to the relevant Director of Studies (if it relates to the student’s well-being more generally).
  - misconduct matters, teacher should consult course convenor (UG / JD), or Postgraduate Specialisation Director, who will refer the matter where appropriate to the Ethics Officer, Fergal Davis.
If there are concerns regarding the conduct of a specific teacher beyond any of the above areas, please refer them to the Head of School.

Please note that the UNSW website includes a page entitled ‘student complaints’ [https://my.unsw.edu.au/student/atoz/Complaints.html](https://my.unsw.edu.au/student/atoz/Complaints.html). On that website students are advised that, if attempts to resolve an issue themselves are unsuccessful, they should complain to the Head of School. Please try to resolve any issues according to the above processes before treating them as complaints.

If, after reading this, you are still uncertain about how to deal with an issue please contact the Student Services Manager who will refer you to the right person.