**WHERE TO GO FOR HELP**

We are living in scary times but you can get support to help you through the Covid-19 crisis. **Look at the university’s Covid-19 student support website** found here:

<https://www.auckland.ac.nz/en/on-campus/student-support/personal-support/coronavirus-student-support.html>

In particular, **if you need a laptop to enable you to continue your study from home**, and have not already done so, **please contact the Student Contact Centre @ coronavirus@auckland.ac.nz or phone 0800 61 62 63.**

I gather also that work is ongoing on systems to offer IT support to you if you need it.

**If any of you suffer financial hardship please check the advice and processes at this link:**

<https://www.auckland.ac.nz/en/study/fees-and-money-matters/hardship-support.html>

**Your wellbeing comes first** and, if you need advice or support, you are welcome to talk to me. Moreover, the University has a range of support services for students that can be accessed here:

<https://www.auckland.ac.nz/en/on-campus/student-support/personal-support/student-health-counselling.html>

The university also provides **ongoing support for students with visible and invisible impairments.** Information about that support is available here:

<https://www.auckland.ac.nz/en/on-campus/student-support/personal-support/students-with-disabilities.html>

If you need to apply for an **aegrotat or compassionate consideration for an exam**, the relevant information can be found here:

<https://www.auckland.ac.nz/en/students/academic-information/exams-and-final-results/during-exams/aegrotat-and-compassionate-consideration.html>

If you would benefit from support from the **Tuakana Arts Programme** by receiving advice on study habits, essays writing and exam preparation through a peer mentoring arrangement, see the information found here:

<http://www.arts.auckland.ac.nz/en/for/maori-and-pacific-students/tuakana-arts.html>

If you require **assistance with writing, referencing and other research skills** via workshops and online resources, please see Learning and Teaching Development at: <https://www.library.auckland.ac.nz/services/student-learning>

If you require **English language support via online resources**, please see English Language Enrichment at <http://www.library.auckland.ac.nz/ele/>

**GUIDELINES FOR DEALING WITH PROBLEMS AND COMPLAINTS**

Sometimes, in the course of studying, students can encounter issues or problems with an aspect of their learning experience that they would like resolved. The kinds of problems students encounter can be diverse: it might be an issue with lecture content, or a belief that an assignment or mark has not been marked fairly, or a feeling that a tutor or lecturer is not behaving respectfully. When such problems arise the University recognises that it is usually best for the matter to be resolved promptly and informally. There are a number of people within Sociology and in the University who can assist you resolving problems or complaints.

When the problem is related to a course – its content, a mark for an essay/assignment, or feedback on an essay/assignment – then it is usually preferably to speak to the person most directly concerned, which will normally be a tutor or lecturer. Should the matter remain unresolved following such a conversation and it is serious enough to warrant a complaint then these should be taken, in the first instance, to the Head of Disciplinary Area, Associate Professor Campbell Jones ([c.jones@auckland.ac.nz](mailto:c.jones@auckland.ac.nz)). If it is not possible to resolve the complaint informally and a formal complaint procedure is activated this will be handled by the Head of School, Professor Simon Holdaway ([sj.holdaway@auckland.ac.nz](mailto:sj.holdaway@auckland.ac.nz)).

When the problem is one of lecturer behaviour the matter should be taken directly to the Head of Disciplinary Area, Associate Professor Campbell Jones ([c.jones@auckland.ac.nz](mailto:c.jones@auckland.ac.nz)) or, if a formal complaint is being made, to the Head of School, Professor Holdaway ([sj.holdaway@auckland.ac.nz](mailto:sj.holdaway@auckland.ac.nz)).

Before formulating a complaint, you may wish to seek the advice from the following:

* Student Learning Services
* A WAVE advocate
* Disability Services
* A University Counsellor
* A University Chaplain
* The University Mediator

You may also want to consult:

* The Student Charter, <http://www.auckland.ac.nz/uoa/home/for/current-students/cs-academic-information/cs-regulations-policies-and-guidelines/cs-student-charter>
* The guidelines on Academic Disputes and Complaints <http://www.auckland.ac.nz/uoa/home/for/current-students/cs-academic-information/cs-regulations-policies-and-guidelines/cs-grievances>