

Tips for when things go wrong

1. Get professional advice first

Get advice before responding to any important notifications from the University. We can provide accurate information and guidance so you can submit the best response. Responding quickly will not affect the University's decision.

2. Be respectful

When communicating with staff in your faculty or the University, always treat them with courtesy and respect. In most cases staff are trying to be helpful.

3. Deal with problems early

Your problem may get worse if you ignore it.

4. Do not disclose information if you do not need to

You are required to be truthful in your dealings with the University and the government. However, you are **not** required to give information that is personal and not relevant to your matter. If you are not sure what to disclose, [get advice](#) from us first.

5. Keep all relevant documentation

Do not delete your emails or other University related files. Back them up so you can find them later. In any dispute or University procedure, being able to provide **written evidence** is very important.

6. Know your rights

You are entitled to **procedural fairness** in all your dealings with the University, the government, and other external bodies. This means students have rights

that are written into University policies and procedures, as well as under federal and state laws.

[Contact us](#) for more information about your rights.

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