

# What to do if things go wrong

## If you are in crisis

**If you are in crisis please contact your Tutor or College nurse immediately.** They can refer you to one of the University's Mental Health Advisors (students in crisis are normally seen the next working day). If for some reason you want to speak to someone outside your College (and/or outside normal working hours) there are plenty of places where you can find support - the [Students' Union's Advice Service has a list of listening and phone services](#).

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## Summary

We hope that your time in the Department goes smoothly, but there may be occasions when you need additional support. We've listed some challenges below which could arise during your time here, together with our recommendations for what to do. They are grouped as follows:

- [academic](#) (workload, disabilities which affect your ability to study, rearranging coursework and/or applying for allowances, problems with specific modules or staff, [complaints about staff behaviour](#))
- [health & wellbeing](#) (physical illness and injury, mental health issues such as depression, anxiety and panic attacks)
- [dignity@study](#) (bullying & harassment, cultural differences)
- [practical](#) (lost University card or databook)

This list is not intended to be exhaustive. There is far more detailed information about welfare and wellbeing available on the [University's webpages](#). If your concern is not listed below please contact us or one of the sources of help listed below.

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## Sources of help and formal procedures

### Main sources of help

Remember that there are plenty of people to talk to in Cambridge who can offer help and support:

- your **College** is particularly well geared up to support you as you will have a dedicated Tutor and Director of Studies as well as access to a College nurse and chaplain, plus a JCR/MCR Welfare Officer or equivalent;
- within the **Department** you can come to the Teaching Office or speak to any staff member who you feel comfortable with;
- the University's [Counselling Service](#) and [Disability Resource Centre](#) offer specialist advice and support;
- the [Students' Union's Advice Centre](#) offers free, confidential and impartial support on personal and/or academic matters to all Cambridge University students.

### Complaint and appeal procedures

#### ?Student Complaints Procedure

?Where a student is dissatisfied with any provision, action or inaction by the University students are able to raise a complaint. Students are expected to initially raise a complaint with a suitable member of staff within the Department, in the first instance this is the Director of Undergraduate Education. However, where the matter is serious or where students remain dissatisfied, a complaint can be raised with the central University. Complaints need to be raised in a timely way and within 28 days to ensure an effective remedy can be put in place. Find further information here: [www.studentcomplaints.admin.cam.ac.uk/student-complaints?](http://www.studentcomplaints.admin.cam.ac.uk/student-complaints?).

#### Examination Review Procedure

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?Where a student is dissatisfied with examination results, the Examination Review Procedure can be initiated within 28 days of formal notification of the results. Find further information here:

[www.studentcomplaints.admin.cam.ac.uk/examination-reviews](http://www.studentcomplaints.admin.cam.ac.uk/examination-reviews)??

### ?Student and staff behaviour

?Where a student is dissatisfied with the behaviour of another student or a staff member because it amounts to harassment or sexual misconduct then the student can raise this with the University, so that action can be taken.

Find further information here: [www.studentcomplaints.admin.cam.ac.uk/reporting](http://www.studentcomplaints.admin.cam.ac.uk/reporting).

## Academic

Concern	What to do
I am finding it difficult to cope with my workload and to prioritise work	You are not alone in finding workload challenging - the Teaching Office is the first instance - they can help you to prioritise.  The <a href="#">Counselling Service has some useful leaflets</a> on coping with workload.
I have a long term disability* which affects my ability to study and/or to get around the Department  (NB this could include mental health conditions, specific learning difficulties and long-term health conditions such as diabetes and chronic fatigue syndrome)	You can disclose your disability at any time during your studies, as early as possible so that we can make any reasonable adjustments. For more information on disclosing a disability and see the <a href="#">DRC's website</a> for further information.  Once you have disclosed a disability the Teaching Office will discuss your needs with you.
I need to take compassionate leave during term to attend a funeral	Try to rearrange your coursework in advance. If this is not possible, contact the Teaching Office.
My coursework is scheduled on the day of a religious festival which I observe	Try to rearrange your coursework in advance. If this is not possible, contact the Teaching Office.
I have a conflict between coursework activities and an interview	Try to rearrange the interview. If this proves impossible, contact the Teaching Office through interviews.
I have a conflict between coursework activities and a sporting commitment	If the conflict is with a University sporting competition see the Teaching Office for sporting commitments or University training sessions.
I am really unhappy about the pace or style of one of my courses/labs	You can report any concerns (anonymously if you wish) via the <a href="#">Feedback Form</a> and they are followed up with the staff members(s) concerned.
I am really unhappy about one of my supervisors/supervision partners	Please speak to your Director of Studies as soon as possible.

## Health and wellbeing

The actions listed below should be followed in the first instance. You should also use the [allowance](#) form if appropriate. The allowance form can be used for any illness, mental health problem, physical injury or other grave cause which, in the opinion of both the student's tutor and the Director of Undergraduate Education, prevents the student from completing their scheduled coursework activities on time, or in some cases at all.

Concern	What to do
I feel anxious and panicky	The University's Counselling Service has a helpful leaflet on coping with anxiety.

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I feel depressed	The University's Counselling Service has a <a href="#">collection of us</a> give advice on when and how to seek help.
I am really stressed and finding it hard to relax	There's a selection of helpful resources listed on the <a href="#">Coun</a> support their wellbeing and ability to study. For further info
I am having difficulties with another mental health problem	If you are suffering from another mental health problem please see the <a href="#">Counselling Service's website</a> which has information cover
I've broken my leg (or suffered another temporary disability)	If you suffer an injury which might affect your studies (or a the Department's <a href="#">Safety Officer</a> , to arrange an access plan
I've got flu (or another illness)	If you are unwell you are not expected to attend lectures a support. For <b>acute or longer-lasting illnesses</b> see your C
I am concerned about the wellbeing of another student	If you feel that the student is in danger report your concern Undergraduate Education). Otherwise, encourage the stud

## Dignity@Study

Concern	What to do
Another student or member of staff has made inappropriate comments	You can report any concerns (anonymously if you wish) via <a href="#">Fas</a> handled sensitively with the students and/or staff concerned.
I feel that I am being bullied and/or harassed by another student or member of staff	There is no place for any form of harassment, hate crime or sex Undergraduate Education about your concerns as soon as poss
The academic and social conventions at Cambridge are very different to those that I'm used to	The Department of Engineering is a very multi-cultural communi about any aspect of academic or social conventions in use at Ca

## Practical

Concern	What to do
I've lost my University card	Report the loss immediately to the Security Office (or email <a href="#">security-3</a>
I've lost a databook	Replacements can be bought from the Teaching Office.

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