If you have a course-related complaint you have a number of options for how you can raise the issue. The first option is usually to discuss your problem with your tutor, your lecturer or the course co-ordinator. Alternatively, you could seek advice from your School Grievance Officer.

If you intend to approach the School Grievance Officer, begin by emailing her/him. The contact details for the FASS Grievance Officers are listed below:

**Arts & Media**

Scott Shaner  
Phone: +61 2 9385 6804  
Email: s.shaner@unsw.edu.au  
Office: Robert Webster 311E

**Education**

Colin Evers  
Phone: +61 2 9385 1359  
Email: cw.evers@unsw.edu.au  
Office: John Goodsell 104

**Humanities & Languages**

Susan Hardy (until 31 December 2013)  
Phone: +61 2 9385 2351  
Email: s.hardy@unsw.edu.au  
Office: Morven Brown 318

Peter Ross (from 1 January 2014)  
Phone: +61 2 9385 2418  
Email: p.ross@unsw.edu.au  
Office: Morven Brown 336

**Social Sciences**

Michael Wearing  
Phone: +61 2 9385 1880  
Email: m.wearing@unsw.edu.au  
Office: Morven Brown G35