

Information for Parents

We understand how hard it is for you to be away from your son/daughter and you are not only emotionally but also financially involved, for example, as a guarantor, however, we cannot discuss any student details with parents, guardians, or family members. The SAC is a confidential student service and therefore we can only speak to the students themselves.

However, we can provide general information to parents, for example, where students can go for medical or academic help. If you do discover that your son/daughter has encountered a problem, please ask them to contact us to arrange an appointment. However, our website is open to you as a source of information on any issues you may come across.

Young people experience many things on the learning curve of life, some of which may be difficult for you as parents to witness and can leave you feeling as though you should intervene. However, as your son/daughter has become legally responsible for their decisions and the consequences of how they live it is important to remember you may not be able to resolve all their problems. This change in legal status means that many organisations and agencies will no longer provide you with personal information or discuss your son or daughter's affairs with you.

Although we are a student service and cannot provide a direct service for parents, if you would like any specific advice for yourself on any issues, from what liabilities you have as guarantor or advice on legal action against company/agency etc., there is a wide range of organisations which may be able to support you, such as [CAB](#), [Shelter](#) or [Student Finance](#). For more details, please see our "Useful Contacts" page.

Becoming a Guarantor

Although we can't give you any housing advice, you might find this video useful. 3 Things to know before becoming a Guarantor: <https://www.youtube.com/watch?v=wbJdb1Yo-bE>

Newcastle University's Student Wellbeing Service

If you're a parent, family member or friend of a Newcastle University student whose mental health you are concerned about, you can contact the Student Wellbeing Service who will be able to advise and/or signpost you in the right direction.

To use the Consultancy service ring 0191 208 3333, or email wellbeingconsultancy@newcastle.ac.uk

Emergencies

The Student Health and Wellbeing Service is not an emergency service.

If the student is expressing thoughts of suicide, self-harm or risk-taking behaviour, and you have a high concern for their safety, advise them to contact their GP and arrange an appointment immediately.

If you think the student may be at immediate risk of harming themselves or someone else (ie threatening to take their own life or the life of another person), call the emergency services on 999. See our emergency and out of hours Urgent Help for more details.