

Regulations Governing Student Complaints Appendix E – Where to Direct a Complaint

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| For issues related to **academic programmes (your studies)** | **Curriculum & Quality Assurance Team** |
| Arts and Humanities | casework@soton.ac.uk |
| Engineering and Physical Sciences | casework@soton.ac.uk |
| Environmental and Life Sciences | casework@soton.ac.uk |
| Medicine | casework@soton.ac.uk |
| Social Sciences | casework@soton.ac.uk |

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| **For students at the University of Southampton Malaysia****Campus** | **Contact details** |
| For issues related to academic matters or to members of University academic staff | Head of Academic Quality and Innovationstofuosm@soton.ac.uk |
| For issues related to facilities and services or to members of University Professional Service staff | Head of Student Administration and Servicesstofuosm@soton.ac.uk |

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| For issues related to the University’s **facilities and services** | **Contact details and email** |
| For issues relating to accommodation | Residences Service Delivery Manageraccommodation@soton.ac.uk |
| For issues relating to the Careers and Employability Service | Student Services Career Support Team Leadstudenthub@soton.ac.uk |
| For issues relating to the Early Years Centre | Early Years Centre Managerearlyyearscentre@soton.ac.uk |
| For issues relating to disability and inclusion | Head of Disability and Inclusionstudenthub@soton.ac.uk |
| For issues relating to wellbeing | Head of Wellbeingstudenthub@soton.ac.uk |
| For issues relating to tuition fees or other finance matters | Manager of Student Fees and Credit Controlstudenthub@soton.ac.uk |
| For issues relating to sports facilities and services | Sport and Wellbeing Customer ServiceExcellence Manager sportandwellbeing@soton.ac.uk |
| For issues relating to the Student Hub | Head of the Student Hubstudenthub@soton.ac.uk |
| For issues relating to parking | Parking Servicesparking@soton.ac.uk |
| For issues relating to University transport (Unilink) | Unilink Officeunilink@soton.ac.uk |
| For issues relating to Library services | Director of Library Services and Arts Strategylibenqs@soton.ac.uk |
| For issues relating to iSolutions | Executive Director of iSolutions and Transformationserviceline@soton.ac.uk |
| For issues relating to council tax | counciltax@soton.ac.uk |

If you are unsure where to direct your complaint, please contact the Head of Student Complaints and Academic Appeals (email casework@soton.ac.uk)

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Appendix E – Where to Direct a Complaint August 2024