

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

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

|  |  |
| --- | --- |
| **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 Innovation  [stofuosm@soton.ac.uk](mailto:stofuosm@soton.ac.uk) |
| For issues related to facilities and services or to members of University Professional Service staff | Head of Student Administration and Services  [stofuosm@soton.ac.uk](mailto:stofuosm@soton.ac.uk) |

|  |  |
| --- | --- |
| For issues related to the University’s **facilities and services** | **Contact details and email** |
| For issues relating to accommodation | Residences Service Delivery Manager  [accommodation@soton.ac.uk](mailto:accommodation@soton.ac.uk) |
| For issues relating to the Careers and Employability Service | Student Services Career Support Team Lead  [studenthub@soton.ac.uk](mailto:studenthub@soton.ac.uk) |
| For issues relating to the Early Years Centre | Early Years Centre Manager  [earlyyearscentre@soton.ac.uk](mailto:earlyyearscentre@soton.ac.uk) |
| For issues relating to disability and inclusion | Head of Disability and Inclusion  [studenthub@soton.ac.uk](mailto:studenthub@soton.ac.uk) |
| For issues relating to wellbeing | Head of Wellbeing  [studenthub@soton.ac.uk](mailto:studenthub@soton.ac.uk) |
| For issues relating to tuition fees or other finance matters | Manager of Student Fees and Credit Control  [studenthub@soton.ac.uk](mailto:studenthub@soton.ac.uk) |
| For issues relating to sports facilities and services | Sport and Wellbeing Customer Service  Excellence Manager [sportandwellbeing@soton.ac.uk](mailto:sportandwellbeing@soton.ac.uk) |
| For issues relating to the Student Hub | Head of the Student Hub  [studenthub@soton.ac.uk](mailto:studenthub@soton.ac.uk) |
| For issues relating to parking | Parking Services  [parking@soton.ac.uk](mailto:parking@soton.ac.uk) |
| For issues relating to University transport (Unilink) | Unilink Office  [unilink@soton.ac.uk](mailto:unilink@soton.ac.uk) |
| For issues relating to Library services | Director of Library Services and Arts Strategy  [libenqs@soton.ac.uk](mailto:libenqs@soton.ac.uk) |
| For issues relating to iSolutions | Executive Director of iSolutions and Transformation  [serviceline@soton.ac.uk](mailto:serviceline@soton.ac.uk) |
| For issues relating to council tax | [counciltax@soton.ac.uk](mailto: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](mailto:fah-cqa@soton.ac.uk))

Regulations Governing Student Complaints

Appendix E – Where to Direct a Complaint August 2024