

Complaints Process & Procedure

King's College London is committed to considering and investigating genuine complaints from students, which it sees as an invaluable source of feedback, and undertakes that any student submitting a complaint will not be treated less favourably in their King's experience or subsequent academic career.

This local policy should be read in conjunction with King's wider [Concerns and Complaints documentation](#).

Students, Alumni & Research Staff

By reporting problems to our service or provision you give us the opportunity to put things right quickly, and to identify an appropriate solution. Our staff are trained to resolve queries as quickly as reasonably possible.

In the first instance you should aim to resolve a complaint through discussion directly with those directly involved, either immediately after it has occurred, or on reflection shortly after.

You can speak with a member of staff via phone, MS Teams or via King's live chat.

Alternatively, email careers@kcl.ac.uk and we will aim to respond within three working days.

A full list of King's Careers & Employability staff is available [on the website](#) together with contact details, and your complaint will be handled confidentially, whilst also ensuring that it is shared with the relevant manager in the team to investigate and consider action.

If you decide to make a formal complaint, we endeavour to:

- deal with your complaint quickly.
- aim to acknowledge your correspondence within three working days.
- update you on progress if we are unable to resolve the matter immediately.
- deal with your complaint in confidence (where appropriate).

If the complaint is not resolved to your satisfaction, or its nature requires a formal resolution you should follow appropriate steps in the [complaints procedure for students](#).

King's Careers & Employability is part of the Student Success division in the Students & Education Directorate (SED) and reports to:

- [Ms Amy Kellaher](#) (Director of Student Success)
- [Ms Joy Whyte](#) (Strategic Director, Education & Students)

Complaints regarding Freedom of Expression should be taken up via this process in the first instance, but may be directed to the University's Free Expression Complaints Advisory Group (FECAG), if deemed appropriate.

Please Note: King's Business School operates its own careers team which oversees Careers Education support and aspects of Work-related Learning specific for its students. Therefore student, alumni, research staff and academic complaints which are specifically regarding appointments, programming or provision directly connected to King's Business School should be directed to Mrs Rachel Tonner (Head of Business School Careers).

King's College London Academics & Professional Services Staff

By reporting problems, you give us the opportunity to put things right quickly, and to identify an appropriate solution. Our staff are trained to resolve queries as quickly as reasonably possible.

Where possible, in the first instance you should aim to resolve a complaint through discussion directly with those involved. If this does not satisfy the nature of your complaint, you should raise your complaint with the appropriate member of the department's Senior Leadership Team, who are listed below together with areas they are responsible for:

- Careers Education & Curriculum Partnership: Vanessa Freeman
 - *Faculty partnerships & careers education provision*
 - *Careers appointments and workshops*
 - *Integrating employability into curriculum*
 - *Programme Review*
 - *Careers input into TASK*
 - *King's Employability Toolkit for staff*
- Employer Engagement & Work-based Learning (inc. Industry placements): Andrew Wright
 - *Employer relations and business development*
 - *Global labour market insight and intelligence*
 - *Artificial intelligence in recruitment and employability*
 - *Opportunity management and vacancy boards*
 - *Employer fairs, masterclasses, panels and workshops*
 - *Work-based learning advisory to departments and faculties*
 - *Centrally managed work-related learning programming*
 - *Undergraduate year-in-industry student lifecycle support*
 - *Part-time and casual work support for students*
 - *King's Host Agreements and internship contracts/MOUs*
 - *Careers Supplier relationships and digital systems*
- Service Engagement & Strategic Projects : Rachel Kershaw

- *Careers enquiries management and student front of house*
- *King's Careers & Employability website*
- *Marketing and communications, social media and newsletters*
- *Student Opportunity Fund*
- *King's Experience Awards*
- *Careers KEATS content and digital resources*
- *King's Undergraduate Research Fellowships (KURF)*
- *Leadership mentoring*

If you decide to make a formal complaint, we will:

- Deal with your complaint quickly.
- Aim to acknowledge your correspondence within three working days.
- Update you on progress if we are unable to resolve the matter immediately.
- Deal with your complaint in confidence (where appropriate).

If you are unable to resolve your complaint via these means, please contact [Ms Aranee Manoharan](#), Senior Associate Director (Careers & Employability).

Please Note: King's Business School operates its own careers team which oversees Careers Education support and aspects of Work-related Learning specific for its students. Therefore student, alumni, research staff and academic complaints which are specifically regarding appointments, programming or provision directly connected to King's Business School should be directed to [Mrs Rachel Tonner](#) (Head of Business School Careers).

Employers, Industry & External Partners

By reporting problems to our department, you give us the opportunity to put things right quickly, and to identify an appropriate solution. Our staff are trained to resolve queries as quickly as reasonably possible.

Where possible, in the first instance you should aim to resolve a complaint through discussion directly with those involved, or their line manager:

- Employer Relations & Development: [Phil Hardcastle](#)
- Events & Experiential Learning: [Jonathan Goodliffe](#)
- Work-based Learning (inc. Work-related Learning & Global Placements):
[Eleanor Hannan](#)

If you are unable to satisfactorily resolve your complaint through this escalation process, please raise your complaint to [Andrew Wright](#), Associate Director (Employer Engagement & Work-based Learning).

If you decide to make a formal complaint, we will:

- Deal with your complaint quickly.
- Aim to acknowledge your correspondence within five working days.
- Update you on progress if we are unable to resolve the matter immediately.



- Deal with your complaint in confidence (where appropriate).

Updated: January 2026

King's Careers & Employability is a member of Graduate Futures Institute and as such upholds their codes of best practice in graduate recruitment.