

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.

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 involved or speak with a member of staff via phone, MS Teams or in the Strand Careers Centre, based on Level Five of Bush House South East Wing.

Alternatively, email careers@kcl.ac.uk and we will aim to respond within two working days. A full list of King's Careers & Employability staff is available [on the website](#) together with contact details.

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

- deal with your complaint quickly.
- aim to acknowledge your correspondence within one working day.
- 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), part of the Education & Students Function, and reports to:

- [Ms Joy Whyte](#) (Strategic Director, Education & Students)
- [Mr Darren Wallis](#) (Executive Director, Education & Students)

Please Note: *King's Business School operates its own careers team and therefore student, alumni, research staff and academic complaints which are not connected to King's Careers & Employability should be directed to Ms Rachel Tonner (Head of Business School Careers).*

King's College London Academics & Professional Services Staff

By reporting problems to our service, 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:

- **Careers Education & Guidance:** [Vanessa Freeman](#)

- **Employer Engagement (inc. King's Internships & Global Placements):** [Andrew Wright](#)
- **Student Careers Engagement:** [Janira Mendes Borges](#)

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).

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 and therefore student, alumni, research staff and academic complaints which are not connected to King's Careers & Employability should be directed to Ms 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](#)
- **King's Internships:** [Andrew Wright](#) (interim)
- **Global Placements and Doctoral Research Internships:** [Andrew Wright](#)

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: May 2022

King's Careers & Employability is a member of the [Association of Graduate Careers Advisory Services \(AGCAS\)](#) and as such upholds their codes of best practice in graduate recruitment.