

# Regulations Governing Student Complaints

## Appendix E – Where to Direct a Complaint

For issues related to <b>academic programmes (your studies)</b>	<b>Curriculum &amp; Quality Assurance Team</b>
Arts and Humanities	<a href="mailto:fah-cqa@soton.ac.uk">fah-cqa@soton.ac.uk</a>
Engineering and Physical Sciences	<a href="mailto:feps-cqa@soton.ac.uk">feps-cqa@soton.ac.uk</a>
Environmental and Life Sciences	<a href="mailto:fels-cqa@soton.ac.uk">fels-cqa@soton.ac.uk</a>
Medicine	<a href="mailto:fmed-cqa@soton.ac.uk">fmed-cqa@soton.ac.uk</a>
Social Sciences	<a href="mailto:fss-cqa@soton.ac.uk">fss-cqa@soton.ac.uk</a>

<b>For students at the University of Southampton Malaysia Campus</b>	<b>Contact details</b>
For issues related to academic matters or to members of University academic staff	Head of Academic Quality and Innovation <a href="mailto:stofuism@soton.ac.uk">stofuism@soton.ac.uk</a>
For issues related to facilities and services or to members of University Professional Service staff	Head of Student Administration and Services <a href="mailto:stofuism@soton.ac.uk">stofuism@soton.ac.uk</a>

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

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