

Appendix B

Examples of people students may raise a complaint with at the preliminary stage of the procedure	
For issues related to studies:	Faculty Education Manager
	Personal Tutor
	Pastoral Tutor
	Senior Tutor
	Module Tutor
	Programme/Course leader
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For service or accommodation related issues:	Student Services Centre
	Residences/Deputy Residences Manager
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For fees or other finance related issues:	Student Services Centre
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For Postgraduate Students:	Postgraduate Research Coordinator
	Postgraduate Taught Coordinator
	Postgraduate Administrator
	Postgraduate Director
	Member of Supervisor Team
	Head of Graduate School
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For areas linked to counselling, disability, dyslexia etc.:	Enabling Services
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International Students:	International Office