

Imperial College London

Careers Service

Complaints Procedure

We are committed to responding to any problems that you have with any of our services, in a timely and helpful way.

Students, Graduates, Academics, Employers and External partners may make known any complaints by the following means:

- Verbally to the member of staff dealing with them
- By emailing careers@imperial.ac.uk
- In writing in person to the Director of the Careers Service (Jason Yarrow, Director – Careers Service, Imperial College London, 544 Sherfield Building, South Kensington Campus, London, SW7 2AZ)

Complaints will be handled quickly and positively.

In the first instance the member of staff involved will attempt to deal directly with any complaint as it arises. If the complaint is resolved satisfactorily the member of staff will make a written note of the complaint (along with the original notification if in writing) which will be logged in the complaints file held by the Careers Administrator.

- Where a complaint cannot be immediately resolved it will be referred to the Director of Careers Service. This should be done directly by the member of staff involved with an accompanying written report of the complaint and actions taken so far.
- In the event that the complaint can not be resolved by the Director of Careers Service it will be referred to the Registrar who will investigate the complaint in line with the College's policies and procedures.
- A written record will be made of any complaints and actions taken, along with notice given to other staff, which will be held by the Careers Administrator as above.

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The Careers Service at Imperial is a member of the [Association of Graduate Careers Advisory Services \(AGCAS\)](#) and as such adheres to their codes and practices.