

# Imperial College London

## Careers Service

### Complaints handling policy

We are committed to responding to any problems that you have with any of our services, in a timely and helpful way. If you are dissatisfied with any aspect of the service that you receive that you cannot resolve easily with Imperial Careers staff, then the procedures set out under [Imperial's academic governance](#) should be followed.

Current students, graduates, academics, employers and external partners may make known any complaints by the following means:

#### Informal procedure

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 recorded by the Careers service Director.

A list of Imperial Careers staff and contact details is available in the [about us](#) section of the Imperial Careers website.

#### Formal procedure

If a complaint cannot be resolved satisfactorily, then stages described in the [student Complaints, appeals and discipline guidelines](#) should be followed.

The Imperial Careers Service forms part of [Student Services](#), and reports to [Hannah Bannister](#), Director of Student Services.

#### August 2021

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.