Complaints Procedure

If you have a complaint about any aspect of the careers or co-curricular provision, the Careers Service procedure is as follows:

Please explain the cause for your concern and ask the member of careers staff to provide a satisfactory answer or resolution. If you would prefer not to talk to the responsible staff member, then please raise the matter with the Head or Deputy Head of the Careers Service. You are able to contact the individuals in the following ways:

- Ask for an appointment at the Careers Service Reception, 2nd Floor, the Hub
- Telephone 01224 273601 and request an appointment
- Send a direct email to the Head of the Careers Service p.s.fantom@abdn.ac.uk or the Deputy Head of Service s.m.thomson@abdn.ac.uk.

We anticipate that, by ensuring that all matters are considered informally at an early stage, problems can and will be resolved quickly and effectively at a local level. However, if you remain dissatisfied with the outcome or do not wish to discuss it locally, you are advised to follow the University’s Complaints Handling Procedure, which can be found at:

http://www.abdn.ac.uk/infohub/study/appeals-and-complaints-procedures.php

When a complaint is made the individual concerned will be informed of the procedure and assured of the confidentiality of the proceedings.

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