

COMPLAINTS PROCEDURE

INTRODUCTION

If you are dissatisfied with an aspect of the service you receive that you cannot resolve easily with LSE Careers staff, then the procedures set out in the [LSE Student Complaints Procedure](#) should be followed.

This procedure applies to those eligible to use LSE Careers.

PROCEDURE

Informal procedure

Where possible you should, in the first instance, try to resolve the complaint through discussion with those directly involved in the subject matter of the complaint. A list of LSE Careers staff and contact details is available in the [about us](#) section of the LSE Careers website.

If it becomes clear that the informal stage is not going to be effective, then the formal stages below should be instigated at the earliest opportunity.

Formal procedure

If the complaint is not resolved to your satisfaction, or if it is of a nature that requires formal resolution, then the stages described in the Student Complaints Procedure should be followed. All complaints must start at Stage 1 and progress sequentially.

LSE Careers reports into the [School Management Committee \(SMC\)](#) through the Pro-Director for Education.

Please [contact LSE Careers](#) if you have any questions relating to this policy.

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