

Academic Registrar's Division – Issues and Complaints process

The Academic Registrar's Division (ARD) comprises the School's central student-facing administration. We make effective, efficient use of the systems and resources available to enable a very wide range of stakeholder experiences. At our best, we facilitate excellent individual student experiences, ensuring that students can access the full range of opportunities the School has to offer.

We provide expertise as the business process owners for core student-supporting regulations, policies, processes and systems, and are responsible for providing leadership to the School's wider administrative community for their maintenance, application and development.

Service enquiries

LSE colleagues can use the following table to make service enquiries to the relevant service desk or ARD manager.

Service Area	Service	Service desk or other contact info	ARD Manager
Pre-arrival service	Student Marketing, Recruitment and Study Abroad	<p>Student marketing and recruitment: stu.rec@lse.ac.uk</p> <p>The General Course: gc@lse.ac.uk</p> <p>Global Opportunities (GO) LSE inbound: ard.exchanges@lse.ac.uk</p> <p>Global Opportunities (GO) LSE outbound: ard.outbound@lse.ac.uk</p>	Will Breare-Hall
Pre-arrival service	Undergraduate Admissions	<p>UG FAQs</p> <p>ug.admissions.internal@lse.ac.uk</p>	Alex Ingold
Pre-arrival service	Graduate Admissions	<p>GAO FAQs</p> <p>grad_selectors@lse.ac.uk</p>	Bryan Pilkington
Pre-arrival service	Financial Support Office	Financial-support@lse.ac.uk	Jess Bond
Pre-arrival service	Widening Participation	Widening.participation@lse.ac.uk	Jess Bond
Systems	ARD Systems (SITS, Salesforce, Student HESA return)	ard.systems@lse.ac.uk	Andy Kaufman
Teaching Quality	Teaching Quality Assurance and Review Office (course/programme	ard.capis@lse.ac.uk (course & programme data / devolved QA)	Tom Hewlett

	proposal or updating, LSE Calendar, surveys)	tqarosurveys@lse.ac.uk (internal course and programme surveys, NSS)	
Student Services	Visa advice	Immigration-advice	Bethan Ovens
Student Services	Visa compliance	Visa-compliance	Bethan Ovens
Student Services	Student Advice	Student Advice	Bethan Ovens
Student Services	Enrolment (online pre-enrolment and campus enrolment)	Student enrolment	Rebekah Huggins
Student Services	Course selection	Course selection	Marianna Wetz
Student Services	Exam timetabling	Exam timetable	Marianna Wetz
Student Services	Exam administration	Exams	Marianna Wetz
Student Services	Student records (results processing, deferral processing, SLC and change of circumstances processing, student status documents)	Publication of results Programme transfer, interruption, withdrawal Assessment deferrals Student status documents Verifying awards	Astrid Soiza
Student Services	Graduation	Graduation ceremonies	Rebekah Huggins
Student Services	Student Wellbeing Service (counselling, mental health, disability support)	Student Wellbeing	Victoria Frost
Timetabling	Timetabling	timetables@lse.ac.uk	Linda Taylor

Complaints

If you are dissatisfied with a service that ARD provides, please raise it with the relevant ARD manager in the first instance.

If you remain dissatisfied, please escalate your concern to the relevant member of ARD's senior management team:

Pre-arrival services (Student Marketing and Recruitment; Admissions; Widening Participation; Financial Support Office) – [Adrian Thomas](#)
Systems, Timetabling – [Mike Page](#)
Teaching Quality – [Tom Hewlett](#)
Student Services – [Martyn Annis](#)

If your complaint remains unresolved, please contact the Academic Registrar ([Mark Thomson](#)).

February 2023