

Complaints Procedure

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 Service Complaints Procedure for Students](#) should be followed. This procedure applies to services not directly related to the School's core provision of teaching, learning, research and supervision and does not apply to policy or policy decisions of the School.

This procedure applies to those eligible to use LSE Careers.

Outline of complaints procedure:

1. 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.

2. 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 LSE's 'Procedure for Service complaints' should be followed. All complaints must start at Stage 1 and progress sequentially.

Please refer to [Service Complaints Procedure for Students](#) for the procedure.

LSE Careers reports to Professor [Paul Kelly](#), Pro-Director, Teaching and Learning.