**Complaint administrator contacts**

**Colleges**

| **College** | **Email** |
| --- | --- |
| Biomedical and Life Sciences | [coblsstudentcomplaints@cardiff.ac.uk](mailto:coblsstudentcomplaints@cardiff.ac.uk) |
| Physical Sciences and Engineering | [copsestudentcomplaints@cardiff.ac.uk](mailto:copsestudentcomplaints@cardiff.ac.uk) |
| Arts, Humanities and Social Sciences | [cahssstudentcomplaints@cardiff.ac.uk](mailto:cahssstudentcomplaints@cardiff.ac.uk) |

**Schools**

|  |  |
| --- | --- |
| **Biomedical and Life Sciences** | |
| Biosciences | [biosistudentcomplaints@cardiff.ac.uk](mailto:biosistudentcomplaints@cardiff.ac.uk) |
| Dentistry | [dentlstudentcomplaints@cardiff.ac.uk](mailto:dentlstudentcomplaints@cardiff.ac.uk) |
| Healthcare Sciences | [hcarestudentcomplaints@cardiff.ac.uk](mailto:hcarestudentcomplaints@cardiff.ac.uk) |
| Medicine | [medicstudentcomplaints@cardiff.ac.uk](mailto:medicstudentcomplaints@cardiff.ac.uk) |
| Optometry and Vision Sciences | [optomstudentcomplaints@cardiff.ac.uk](mailto:optomstudentcomplaints@cardiff.ac.uk) |
| Pharmacy and Pharmaceutical Sciences | [phrmystudentcomplaints@cardiff.ac.uk](mailto:phrmystudentcomplaints@cardiff.ac.uk) |
| Psychology | [psychstudentcomplaints@cardiff.ac.uk](mailto:psychstudentcomplaints@cardiff.ac.uk) |
| **Physical Sciences and Engineering** | |
| Architecture | [archistudentcomplaints@cardiff.ac.uk](mailto:archistudentcomplaints@cardiff.ac.uk) |
| Chemistry | [chemystudentcomplaints@cardiff.ac.uk](mailto:chemystudentcomplaints@cardiff.ac.uk) |
| Computer Science and Informatics | [comscstudentcomplaints@cardiff.ac.uk](mailto:comscstudentcomplaints@cardiff.ac.uk) |
| Earth and Environmental Sciences | [earthstudentcomplaints@cardiff.ac.uk](mailto:earthstudentcomplaints@cardiff.ac.uk) |
| Engineering | [enginstudentcomplaints@cardiff.ac.uk](mailto:enginstudentcomplaints@cardiff.ac.uk) |
| Mathematics | [mathsstudentcomplaints@cardiff.ac.uk](mailto:mathsstudentcomplaints@cardiff.ac.uk) |
| Physics and Astronomy | [physxstudentcomplaints@cardiff.ac.uk](mailto:physxstudentcomplaints@cardiff.ac.uk) |
| **Arts, Humanities and Social Sciences** | |
| Business | [carbsstudentcomplaints@cardiff.ac.uk](mailto:carbsstudentcomplaints@cardiff.ac.uk) |
| English, Communication and Philosophy | [encapstudentcomplaints@cardiff.ac.uk](mailto:encapstudentcomplaints@cardiff.ac.uk) |
| Geography and Planning | gandpstudentcomplaints@cardiff.ac.uk |
| History, Archaeology and Religion | [sharestudentcomplaints@cardiff.ac.uk](mailto:sharestudentcomplaints@cardiff.ac.uk) |
| Journalism, Media and Cultural Studies | [jomecstudentcomplaints@cardiff.ac.uk](mailto:jomecstudentcomplaints@cardiff.ac.uk) |
| Law and Politics | [lawplstudentcomplaints@cardiff.ac.uk](mailto:lawplstudentcomplaints@cardiff.ac.uk) |
| Modern Languages | [mlangstudentcomplaints@cardiff.ac.uk](mailto:mlangstudentcomplaints@cardiff.ac.uk) |
| Music | [musicstudentcomplaints@cardiff.ac.uk](mailto:musicstudentcomplaints@cardiff.ac.uk) |
| Social Sciences | [socsistudentcomplaints@cardiff.ac.uk](mailto:socsistudentcomplaints@cardiff.ac.uk) |
| Welsh | [cwynionmyfyrwyrcymraeg@caerdydd.ac.uk](mailto:cwynionmyfyrwyrcymraeg@caerdydd.ac.uk) |

**Professional services**

| **Professional service** | **Email** |
| --- | --- |
| Academic and Student Support Services | [acsssstudentcomplaints@cardiff.ac.uk](mailto:acsssstudentcomplaints@cardiff.ac.uk) |
| Continuing and Professional Education | [learnstudentcomplaints@cardiff.ac.uk](mailto:learnstudentcomplaints@cardiff.ac.uk) |
| Communications and Marketing | [commsstudentcomplaints@cardiff.ac.uk](mailto:commsstudentcomplaints@cardiff.ac.uk) |
| Development and Alumni Relations | [devarstudentcomplaints@cardiff.ac.uk](mailto:devarstudentcomplaints@cardiff.ac.uk) |
| English Language Programmes Division | [elpstudentcomplaints@cardiff.ac.uk](mailto:elpstudentcomplaints@cardiff.ac.uk) |
| Estates (including Security) | [estatstudentcomplaints@cardiff.ac.uk](mailto:estatstudentcomplaints@cardiff.ac.uk) |
| Finance | [fincestudentcomplaints@cardiff.ac.uk](mailto:fincestudentcomplaints@cardiff.ac.uk) |
| Human Resources | [humrsstudentcomplaints@cardiff.ac.uk](mailto:humrsstudentcomplaints@cardiff.ac.uk) |
| IT and Programme Management | [itstudentcomplaints@cardiff.ac.uk](mailto:itstudentcomplaints@cardiff.ac.uk) |
| Libraries | [librarystudentcomplaints@cardiff.ac.uk](mailto:librarystudentcomplaints@cardiff.ac.uk) |
| Research and Innovation Services | [risstudentcomplaints@cardiff.ac.uk](mailto:risstudentcomplaints@cardiff.ac.uk) |
| Strategic Planning and Governance | [dospgstudentcomplaints@cardiff.ac.uk](mailto:dospgstudentcomplaints@cardiff.ac.uk) |

**Complaints about Campus Facilities should in the first instance be directed to:**

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| Administration – allocations | Administration Manager | [residences@cardiff.ac.uk](mailto:residences@cardiff.ac.uk) |
| Administration – finance | Finance Manager | [cserv-finance@cardiff.ac.uk](mailto:cserv-finance@cardiff.ac.uk) |
| Catering and Food service - restaurants, cafes, buffet delivery | Catering Management Team | [catering@cardiff.ac.uk](mailto:catering@cardiff.ac.uk) |
| Day Care Centre | Day Care Centre Manager | [creche@cardiff.ac.uk](mailto:creche@cardiff.ac.uk) |
| Residences - Talybont North and Gate | Residences Manager | [talybontnorth@cardiff.ac.uk](mailto:talybontnorth@cardiff.ac.uk) |
| Residences - Talybont Court and South | Residences Manager | [talybontcourt@cardiff.ac.uk](mailto:talybontcourt@cardiff.ac.uk) |
| Residences - Cartwright Court, Roy Jenkins Hall, University Hall | Residences Manager | [universityhall@cardiff.ac.uk](mailto:universityhall@cardiff.ac.uk) |
| Residences - Aberconway Hall, Aberdare Hall, Colum Hall, Hodge Hall, Gordon Hall, Student Houses, Senghennydd Court and Hall | Residences Manager | [campus@cardiff.ac.uk](mailto:campus@cardiff.ac.uk) |
| Sport - University Sports Training Village (Talybont), University Fitness and Conditioning Centre, Studio 51 (Senghennydd Road) | Centre Manager | [sport@cardiff.ac.uk](mailto:sport@cardiff.ac.uk) |
| Sport - University Sports Fields (Llanrumney) | Grounds Manager |  |