**Complaint administrator contacts**

**Colleges**

| **College** | **Email** |
| --- | --- |
| Biomedical and Life Sciences | coblsstudentcomplaints@cardiff.ac.uk |
| Physical Sciences and Engineering | copsestudentcomplaints@cardiff.ac.uk |
| Arts, Humanities and Social Sciences | cahssstudentcomplaints@cardiff.ac.uk |

**Schools**

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

**Professional services**

| **Professional service** | **Email** |
| --- | --- |
| Academic and Student Support Services | acsssstudentcomplaints@cardiff.ac.uk |
| Continuing and Professional Education | learnstudentcomplaints@cardiff.ac.uk |
| Communications and Marketing | commsstudentcomplaints@cardiff.ac.uk |
| Development and Alumni Relations | devarstudentcomplaints@cardiff.ac.uk |
| English Language Programmes Division | elpstudentcomplaints@cardiff.ac.uk  |
| Estates (including Security) | estatstudentcomplaints@cardiff.ac.uk |
| Finance | fincestudentcomplaints@cardiff.ac.uk |
| Human Resources | humrsstudentcomplaints@cardiff.ac.uk |
| IT and Programme Management | itstudentcomplaints@cardiff.ac.uk |
| Libraries | librarystudentcomplaints@cardiff.ac.uk |
| Research and Innovation Services | risstudentcomplaints@cardiff.ac.uk |
| Strategic Planning and Governance | 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 |
| Administration – finance | Finance Manager | cserv-finance@cardiff.ac.uk |
| Catering and Food service - restaurants, cafes, buffet delivery | Catering Management Team | catering@cardiff.ac.uk |
| Day Care Centre | Day Care Centre Manager | creche@cardiff.ac.uk |
| Residences - Talybont North and Gate | Residences Manager | talybontnorth@cardiff.ac.uk |
| Residences - Talybont Court and South | Residences Manager | talybontcourt@cardiff.ac.uk |
| Residences - Cartwright Court, Roy Jenkins Hall, University Hall | Residences Manager | 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 |
| Sport - University Sports Training Village (Talybont), University Fitness and Conditioning Centre, Studio 51 (Senghennydd Road) | Centre Manager | sport@cardiff.ac.uk |
| Sport - University Sports Fields (Llanrumney) | Grounds Manager |  |