

Department Early Resolution Contacts

Students are encouraged to seek early resolution and speak to a member of staff in their School or with the relevant Service before making an official complaint or appeal. This is the quickest and easiest way to resolve any issues and is in line with the Student Complaints and Student Appeals Policies.

This document provides contact details for students in the case of early resolution. Staff will discuss the nature of a student's complaint or appeal and the desired outcome(s) and will seek to resolve the complaint themselves or liaise with the appropriate member(s) of staff to identify if it is possible to resolve a complaint or appeal prior to initiating the formal stages of the complaints or appeals procedure.

Every effort will be made to resolve the matter at this stage and all parties should seek to find a mutually satisfactory resolution.

| School | Department | Contact | Contact Email Address |
|----------------|--|--|--|
| ARTS | Cultures & Languages | Nathfia Hall Ezea | n.hall-ezea@bbk.ac.uk |
| | English, Theatre and Creative Writing | Clare Thomas | c.thomas@bbk.ac.uk |
| | Film, Media and Cultural Studies | Nathfia Hall Ezea | n.hall-ezea@bbk.ac.uk |
| | History of Art | Clare Thomas | c.thomas@bbk.ac.uk |
| BEI | Computer Science & Information Systems | Tara Orlanes-Angelopoulou | tara@dcs.bbk.ac.uk |
| | Economics, Mathematics & Statistics | Jan O'Brien | j.obrien@bbk.ac.uk |
| | Management | Rhiannon Guy | rk.guy@bbk.ac.uk |
| | Org. Psychology | Jean Devaney | j.devaney@bbk.ac.uk |
| | School level programmes (Prof Doctorate in Occupational Health Psychology; Work-based learning; Step-up to Postgraduate Study in Business; Apprenticeship Programmes incl BBA Chartered Management, MSc Management Practice and BSc in Digital Tech Solutions; Partnerships) | Lydia Sheldon-Hooper | l.sheldon-hooper@bbk.ac.uk |
| LAW | Law | Kamariyah Mbamba | k.mbamba@bbk.ac.uk |
| | Criminology | | |
| SCIENCE | Biological Sciences | Bioscience UG Team Bioscience PG Team Lifesciences | biosciencesug@bbk.ac.uk biosciencespg@bbk.ac.uk lifesciences@bbk.ac.uk |

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|-------------|-------------------------------------|--|--|
| | Earth & Planetary Sciences | EPS Admin Team | eps@bbk.ac.uk |
| | Psychological Sciences | Psychology UG Team Psychology PG Team | psychologyug@bbk.ac.uk psychologypg@bbk.ac.uk |
| SSHP | Applied Linguistics & Communication | Jana Comfort | j.comfort@bbk.ac.uk |
| | Geography | Megan Bennett | megan.bennett@bbk.ac.uk |
| | History, Classics & Archaeology | David Jones/Sian Green | david.jones@bbk.ac.uk / sian.green@bbk.ac.uk |
| | Philosophy | Herve Lucas | h.lucas@bbk.ac.uk |
| | Politics | Anne-Marie Taylor | a.taylor@bbk.ac.uk |
| | Psychosocial Studies | Counselling - Sian Green Other programmes – Paula Fortune | sian.green@bbk.ac.uk / p.fortune@bbk.ac.uk |