

# COMPLAINTS DIRECTORY

## Student Conciliators

If you are having problems with your student experience and would like to talk them over with someone independent to your course, you can speak to a conciliator from any school.

Students are free to approach any one of them for impartial advice and, where necessary, assistance when seeking to informally resolve a complaint.

Conciliator	School/Service	Department	Contact Information
<b>Sharon Morgan</b>	Student Services	Student Engagement and Attendance Monitoring	S.morgan3@hud.ac.uk
<b>Sarah Glew</b>	Student Services	Student Engagement and Attendance Monitoring	S.e.glew@hud.ac.uk
<b>Jo Calvert</b>	Student Services	Student Engagement and Attendance Monitoring	J.calvert@hud.ac.uk
<b>Simon Rose</b>	Student Services	Disability Services	S.rose@hud.ac.uk
<b>Hannah Stephens</b>	School of Arts & Humanities	School Administration	H.a.stephens@hud.ac.uk
<b>Ellie Smith</b>	School of Arts & Humanities	School Administration	E.p.smith4@hud.ac.uk
<b>Niall Hynes</b>	School of Applied Sciences	Optometry & Vision Sciences	N.J.Hynes@hud.ac.uk
<b>Romana Mughal</b>	School of Applied Sciences	Optometry & Vision Sciences	R.S.Mughal@hud.ac.uk
<b>Ali Nawaz</b>	School of Applied Sciences	Physical & Life Sciences	A.Nawaz@hud.ac.uk
<b>Emi Chiu</b>	School of Business, Education & Law	School Administration	E.chiu@hud.ac.uk
<b>Veda Salkar</b>	School of Computing & Engineering	Engineering	v.salkar2@hud.ac.uk
<b>Peter Roberts</b>	School of Human & Health Sciences	Physiotherapy & Podiatry	P.Roberts@hud.ac.uk
<b>Virginia Mitton</b>	School of Human & Health Sciences	Nursing	v.mitton@hud.ac.uk
<b>Sheena Hiller</b>	School of Human & Health Sciences	Nursing	s.l.hiller@hud.ac.uk
<b>Dani Lewis</b>	School of Human & Health Sciences	Nursing	d.lewis@hud.ac.uk
<b>Anthony Yau</b>	School of Human & Health Sciences	Psychology	a.yau@hud.ac.uk

## Service contacts

Primary contact	Service	Contact Information
<b>Kirsty White</b>	Student Finance Office	k.a.white@hud.ac.uk

<b>Vicki Carver</b>	Student Records	v.i.carver@hud.ac.uk
<b>Bethany Allen</b>	Student Operations Team – Awards & Graduation	b.allen2@hud.ac.uk
<b>Daniel Dryden</b>	Timetabling	d.j.dryden2@hud.ac.uk
<b>Joanne Ryan</b>	International Office	j.ryan@hud.ac.uk
<b>Charlotte Bartley</b>	lpoint	c.bartley4@hud.ac.uk
<b>Matt Mills</b>	Disability Office	m.mills@hud.ac.uk
<b>Matt Mills</b>	Wellbeing Services	m.mills@hud.ac.uk
<b>Matt Mills</b>	Student Engagement and Attendance Monitoring	m.mills@hud.ac.uk
<b>Claire Aydogan</b>	Careers & Employability	c.aydogan@hud.ac.uk
<b>Student Recruitment Team</b>	Student Recruitment - Applicant complaint & Appeals (Home applicants only)	study@hud.ac.uk
<b>Joanne Ryan</b>	International Office - Applicant complaint & Appeals (International & EU applicants only)	j.ryan@hud.ac.uk
<b>Wayne Winterbottom</b>	CLS - AV and IT Support	w.winterbottom@hud.ac.uk
<b>Heather Kerrick</b>	Computing & Library Services – Library Facilities	h.kerrick@hud.ac.uk
<b>Lisa Eachus</b>	Computing & Library Services – Health & Safety	l.eachus@hud.ac.uk
<b>Procurement Helpdesk</b>	Collaborative & General Procurement	procurement@hud.ac.uk
<b>Estates Helpdesk</b>	Cleaning Services	estates@hud.ac.uk
<b>Henry Downes</b>	Catering	h.downs@hud.ac.uk

## Students' Union

Primary contact	Service	Complaint Process	Contact information
<b>Lydia Blundell</b>	Students' Union	<a href="#">Complaint form</a>	l.blundell@hud.ac.uk

## School contacts

Direct contact	School	Department	Contact information
<b>Hannah Stephens</b>	School of Arts & Humanities	School Management	SAH.LeadershipSupport@hud.ac.uk
<b>Professor Rupert Till</b>	School of Arts & Humanities	Head of Department: Humanities	r.till@hud.ac.uk
<b>Professor Nic Clear</b>	School of Arts & Humanities	Head of Department: Arts	n.clear@hud.ac.uk
<b>Vicky Constantine</b>	School of Applied Sciences	School Management	sapp-admin-support@hud.ac.uk
<b>Professor Barbara Conway</b>	School of Applied Sciences	Head of Department: Pharmacy	b.r.conway@hud.ac.uk
<b>Dr Lauren Coetzee</b>	School of Applied Sciences	Acting Head of Department: Optometry & Vision Sciences	l.s.coetzee@hud.ac.uk

<b>Professor Craig Rice</b>	School of Applied Sciences	Head of Department: Physical & Life Sciences	c.r.rice@hud.ac.uk
<b>Emi Chiu</b>	School of Business, Education & Law	School Management	e.chiu@hud.ac.uk
<b>Dr Kay Smith</b>	School of Business, Education & Law	Acting Head of Department: Business School	k.l.smith@hud.ac.uk
<b>Professor Wayne Bailey</b>	School of Business, Education & Law	Head of Department: Education	w.bailey@hud.ac.uk
<b>Dr Naila Anwar</b>	School of Business, Education & Law	Acting Head of Department: Law School	n.anwar@hud.ac.uk
<b>Rachael Haigh</b>	School of Computing & Engineering	School Management	sce.dean@hud.ac.uk
<b>Professor Richard Hill</b>	School of Computing & Engineering	Head of Department: Computer Science	r.hill@hud.ac.uk
<b>Dr Karl Walton</b>	School of Computing & Engineering	Acting Head of Department: Engineering	k.walton@hud.ac.uk
<b>Andy Thompson</b>	School of Human & Health Sciences	School Management	hhs-deansofficesupport@hud.ac.uk
<b>Dr Sara Eastburn</b>	School of Human & Health Sciences	Acting Head of Department: Allied Health Professions, Sport & Exercise	s.eastburn@hud.ac.uk
<b>Dr Carla Reeves</b>	School of Human & Health Sciences	Acting Head of Department: Social & Psychological Sciences	c.reeves@hud.ac.uk
<b>Dr Warren Gillibrand</b>	School of Human & Health Sciences	Head of Department: Nursing	w.p.gillibrand@hud.ac.uk

## Graduate School

<b>Direct contact</b>	<b>School</b>	<b>Department</b>	<b>Contact information</b>
<b>Tracy Wood</b>	Graduate School	School Management	t.m.wood2@hud.ac.uk
	School of Arts & Humanities	School Administration	sah.research@hud.ac.uk
<b>Claire Barber</b>	School of Arts & Humanities	Director of Graduate Education	c.l.barber@hud.ac.uk
	School of Applied Sciences	School Administration	sasresearchadmin@hud.ac.uk
<b>Dougie Clarke</b>	School of Applied Sciences	Director of Graduate Education	d.j.clarke@hud.ac.uk
	School of Business, Education & Law	School Administration	belpgrsupport@hud.ac.uk

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<b>Kate Lavender</b>	School of Business, Education & Law	Director of Graduate Education	k.lavender3@hud.ac.uk
	School of Computing & Engineering	School Administration	sce.research.admin@hud.ac.uk
<b>Simon Barrans</b>	School of Computing & Engineering	Director of Graduate Education	s.m.barrans@hud.ac.uk
	School of Human & Health Sciences	School Administration	hhs-re@hud.ac.uk
<b>Jamie Halsall</b>	School of Human & Health Sciences	Director of Graduate Education	j.p.halsall@hud.ac.uk

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