

What to do if you have a complaint about/an issue with somebody in college?

Start with:

Your Tutor:

Your tutor is your first point of contact on all pastoral issues, including for problems and complaints. Contact them to ask for a meeting to discuss the problem. With your permission to share what you've told them, they can make sure your complaint is passed on to the right people.

The College Nurses:

If this issue is affecting your wellbeing, the college nurses Esther and Naomi are a good source of support. Like your tutor, they will know who else in college to bring your complaint to in order to fix the problem, and can speak to them on your behalf.

The UCS:

We're here to support you, especially if you feel nervous about going to a member of college with this, and want another student advocating for you – or if you want us to bring it up with members of college anonymously on your behalf. You can contact the UCS President, Vice-President, relevant officer, or whoever you're most comfortable confiding in.

It varies, depending on the nature of the complaint, but these people will generally refer you to:

The Senior Tutor, Jacqueline Tasioulas

As the Senior Tutor, Jackie will often be the person able to sort out your problem. You can also contact her directly, rather than going through someone else first. However, she's very busy and may miss your email, which is why it's often useful to go through your own tutor.

seniortutor@clare.cam.ac.uk

If you have a complaint or an issue with another student, you may be referred to:

The Dean of Students, Jocelyn Wyburd

Jocelyn is head of student discipline, so she's in charge of dealing with any issues arising with other students and will be able to tackle the problem.