

If you wish to raise a problem, concern or complaint, as a first step please contact the area of the College concerned.

The table below should help you to identify where to send your query/concerns:

Type of complaint	Relevant area of College	Contact details
Accommodation	Customer services	customerServices@rhul.ac.uk
Admissions decision or process	Admissions	Admissions Complaints Procedure study@royalholloway.ac.uk
Tuition Fees	Student Fees	student-fees@royalholloway.ac.uk
Tier 4 visas	The International Student Support Office	internationaladvice@royalholloway.ac.uk
Hall noise complaints	Customer services or Wellbeing team	customerServices@rhul.ac.uk Wellbeing@royalholloway.ac.uk
IT Issues	IT Services	ITServiceDesk@rhul.ac.uk
Library	Library team	library@royalholloway.ac.uk
Parking	Parking Admin team	premisesadmin@rhul.ac.uk
Sports Centre	Royal Holloway Sport	sportscentre@royalholloway.ac.uk
Student Services Centre	Student Services and central Student Administration	Student Services Centre StudentServices@royalholloway.ac.uk
School Administration	Each School has its own Admin team	School office information - Royal Holloway Student Intranet
The Students' Union	The Students' Union	helpdesk@su.rhul.ac.uk
The Health Centre	The Health Centre	eastberksccg.rhhealthcentre@nhs.net
Student Wellbeing	Student Advisory and Wellbeing	Supportingyou@royalholloway.ac.uk