In this situation, it's important to remain calm and professional while addressing the student's concerns. I would start by acknowledging their frustration and apologizing for any confusion caused by my feedback. Then, I would take the time to explain my feedback in more detail and provide examples of how the student can use it to improve their work.

If the student's complaint on social media is public, I would reach out to them privately to resolve the issue. I would offer to have a one-on-one meeting to discuss their concerns and find a solution together. It's important to show that I am open to feedback and willing to work with the student to improve their experience.

It's also important to keep in mind that different people have different communication styles, and what might seem like personalized feedback to me might not be received that way by the student. In the future, I would make sure to clarify my intentions and ask for feedback on my feedback to ensure that the student is getting the support they need.

Overall, handling student concerns requires empathy, patience, and effective communication. By listening to the student's perspective, taking ownership of any mistakes, and working together to find a solution, I can help build a positive and productive mentorship relationship.