**Option C**

First and foremost, I would approach the student in a friendly manner and elaborate more on the review I’ve given the student. In addition, I would reference their work and point out the issues at hand. However, this has to be done in the most professional way possible in order to avoid further conflict.

The aim is to have the student calm down before it escalates any further and also not to make the student feel small in any type of way. This is important because at this stage a student will look for any reason to continue conflict.

With regards to the complaint on social media I would have to ask the student to remove the post or I would have to take this to the relevant people within the company or I can seek advice within in the company itself.