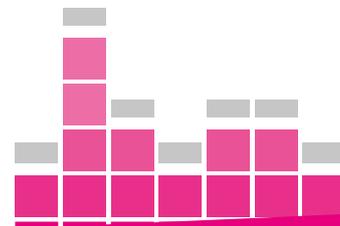


sound advice on

STUDENT FINANCE



How to appeal

www.studentfinancewales.co.uk



student finance wales
cyllid myfyrwyr cymru



Ariennir gan
Lywodraeth Cymru
Funded by
Welsh Government

WHAT IS STUDENT FINANCE WALES?

Student Finance Wales is a service provided by the Student Loans Company. We provide student finance on behalf of the Welsh Government to students from Wales entering higher education in the UK.

WHAT IS AN APPEAL?

We always do our best to assess your student finance application fairly and adhere to the laws that define who can get student finance and how much they can get. Sometimes you might think we've not assessed your student finance application in line with these laws. In this case you can appeal the decisions we've made.

An appeal is a formal request by you to Student Finance Wales (SFW) to review our decisions made about what and how much student finance you're entitled to.

When you appeal you need to tell us:

- what decision you're appealing
- why you think our decision is wrong

You should also send any evidence you have that supports your appeal.

HOW TO APPEAL

There are three ways you can appeal:

- Send us an appeals form - you can download this from www.studentfinancewales.co.uk
- Send us an email to formal_appeals@slc.co.uk
- Write to us at:

Student Finance Wales Formal Appeals
PO Box 220
Llandudno Junction
LL30 9GE

What happens next?

Within five working days – we'll let you know we've received your appeal.

Within 15 working days – we'll send you a full response to let you know what our decision is.

If we need more information or evidence from you we'll let you know. We'll wait until we have everything we need before we let you know what our decision is.

WHAT IF I'M NOT HAPPY WITH THE RESPONSE I GET?

If you're not happy with our decision you can ask for your appeal to be passed to the relevant senior manager. They will let you know they've received your appeal within five working days and send you a full response within 15 working days.

WHAT HAPPENS IF I'M STILL NOT HAPPY?

If you're not happy with the decision made by the senior manager you can ask for your appeal to be passed to the Independent Assessor. The Independent Assessor is completely impartial and will make recommendations to SFW. Your appeal will be passed to the Independent Assessor within 10 working days, then you'll be sent a final report within 28 days.

COMPLAINTS

If you're not happy with our products or the service you received you should use the complaints process. You can find out more about our complaints process at www.studentfinancewales.co.uk

HOW DO I APPEAL?

1

You contact us to appeal a decision.

2

Your appeal will be reviewed by our team.

3

If you're not happy with our response your appeal will be reviewed by the relevant senior manager.

4

If you're still not happy your appeal will be reviewed by an Independent Assessor.

