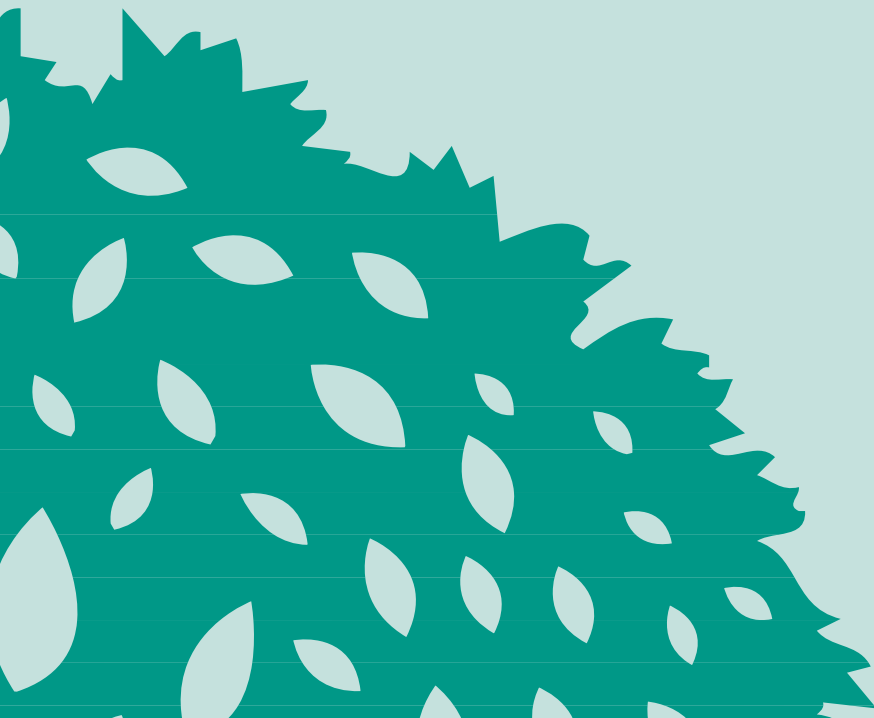




Student
Loans Company

HOW TO MAKE A COMPLAINT



HOW TO MAKE A COMPLAINT

We always try to get things right first time. However, sometimes things can go wrong and you may not be happy with the way in which we have delivered our service to you. If so, let us know and we promise that we will do all we can to put things right.

Queries can usually be settled quickly and easily by simply telephoning the department you have been dealing with and explaining the problem. If this does not resolve the issue you can make a complaint in any of the following ways.

By e-mailing:

customer_complaints@slc.co.uk

Please quote your loan account or student support number in all correspondence.

For security reasons do not include any bank details in your email.

By writing to:

Customer Assistance
Student Loans Company Limited
100 Bothwell Street
Glasgow G2 7JD

By telephoning the department you last dealt with and asking for a telephone complaint to be logged.

What happens next

We will issue an acknowledgement of your complaint within five working days of receipt. Our dedicated team will fully investigate your complaint and respond within the next 10 working days.

If your complaint is not resolved

If you are not satisfied with the outcome of the investigation you can ask us to escalate your complaint to a Head of Service who will review your complaint and respond in writing within 10 working days.

And finally - if you are still unhappy

If the internal complaints procedure has been completely exhausted, you can ask for your complaint to be escalated for an independent review. How this happens depends on the type of loan you have.

If you have an Income Contingent Repayment loan (generally a loan taken out from 1998 onwards) your complaint can be referred to an Independent Assessor. The Independent Assessor is completely impartial and has Terms of Reference agreed by the Department for Innovation, Universities and Skills. The Assessor will report any findings to you and the Student Loans Company.

If your complaint relates to a mortgage style loan (generally pre-1998) and you are unhappy with our final response or have not received a final response within 8 weeks of your original complaint to us then you can contact the Financial Ombudsman at the following address:

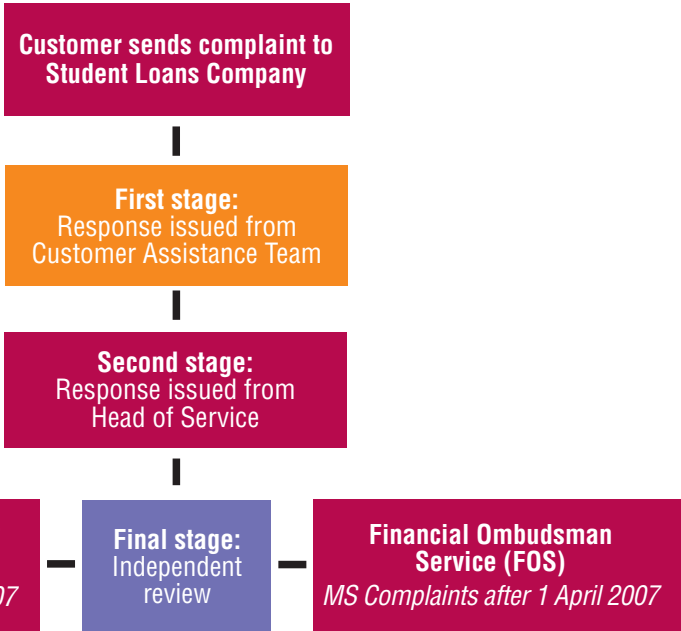
The Financial Ombudsman Service
South Quay Plaza
183 Marsh Wall
London
E14 9SR

Website: www.financial-ombudsman.org.uk

Email: complaint.info@financial-ombudsman.org.uk

Phone: 0845 080 1800

If no further communication relating to the complaint is received within six months of the initial complaint being received we will treat the matter as closed.





Student Loans Company Limited
100 Bothwell Street
Glasgow G2 7JD

Minicom number: 0845 6044434

www.slc.co.uk

This leaflet is available in large print and braille.

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