

cyllid myfyrwyr cymru
student finance wales



HOW TO APPEAL

WHAT IS STUDENT FINANCE WALES?

Student Finance Wales (SFW) is a service provided by the Student Loans Company (SLC).

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 regulations 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 regulations. In this case you can appeal the decisions we've made.

An appeal is a formal request by you to SFW to review the decisions made about what and how much student finance you're entitled to.

INFORMATION TO INCLUDE IN YOUR APPEAL:

The details of the award you're appealing, and why you consider our decision to be wrong. You should also enclose any evidence that supports your case.

HOW TO APPEAL

If you wish to appeal against a decision or disagree with how we've calculated your funding you can submit an appeal:

- Send us an appeals form - you can find this at www.studentfinancewales.co.uk/complaints-and-appeals
- Send us an email to formal_appeals@slc.co.uk
- Write to us at: Student Finance Wales Formal Appeal
PO Box 220
Llandudno Junction
LL30 9GE

WHAT HAPPENS NEXT?

Within 5 working days – we'll let you know we've received your appeal.

Within 20 working days – we'll send you a full response to let you know what our decision is. If there are delays, we will keep you informed, or 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?

Independent Assessors (IAs) are appointed by Ministers and are not employed by SLC. The IAs conduct an '[impartial review](#)' of your appeal/complaint but have no legal powers to overturn correctly made decisions. The IAs may make recommendations which SLC will implement unless instructed not to do so by Ministers.

The independent review concludes the appeals process. If you remain dissatisfied following the independent review you may wish to seek legal advice on what options are available to you. This may include referring your concerns to the relevant Ombudsman.

COMPLAINTS

If you're not happy with our products or the service, you received you should follow our '[complaints process](#)'.