student finance matters

How to Appeal

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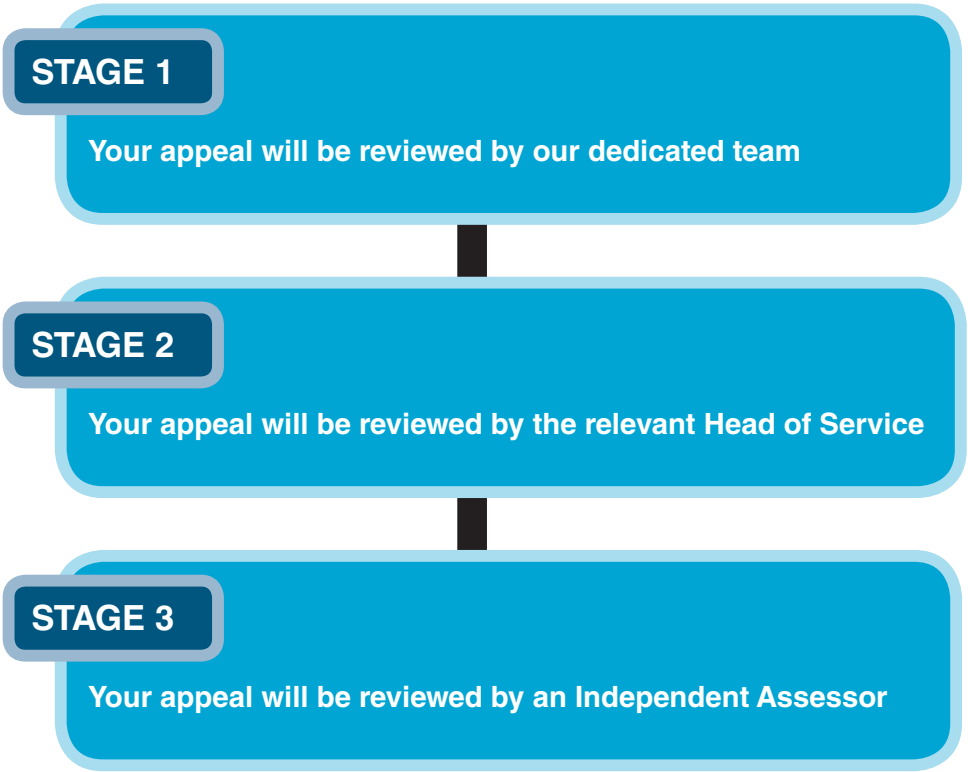
student finance england
the student finance experts

HOW TO APPEAL

If you think a decision we have made in relation to your funding application is incorrect, you may have the right to appeal. An appeal is a formal request to Student Finance England asking us to review our decision either on whether you are entitled to financial help or on the amount of funding we have awarded to you.

An appeal relates to decisions about your funding based on how we interpret the law. If you are unhappy with the standard of service you've received you should use our complaints process – see **www.slc.co.uk**

The following diagram shows how the appeals process works with more detailed information on the next page:



If you wish to appeal against our refusal to award you student funding or you disagree with how any funding awarded has been calculated then you can appeal in one of three ways:

- by downloading and sending to us an appeals template from our website **www.gov.uk/studentfinance**
- by sending an email to formal_appeals@slc.co.uk
- or by writing to us at:

  Formal Appeals
  Memphis Building
  Lingfield Point
  P.O. Box 226
  Darlington DL1 9GA

When submitting your appeal you will need to give us details of the award you are appealing, and why you consider our decision to be wrong. You should also enclose any evidence which supports your case. The timescales we give below do not start to run until we have all the evidence required.

On receipt of your appeal, a dedicated team will issue an acknowledgement within 5 working days of the appeal being received and we will send you a full response within 15 working days.

IF YOU ARE NOT SATISFIED

If you are not satisfied with the outcome of your appeal you can escalate your appeal to the relevant Head of Service. Again, an acknowledgement will be sent within 5 working days and a full response within 15 working days.

FINALLY, IF YOU ARE STILL NOT SATISFIED

You can ask for your appeal to be referred to an Independent Assessor. The Independent Assessor is completely impartial and has Terms of Reference agreed by the Department for Business, Innovation and Skills.

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