

# HOW TO APPEAL

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## WHAT IS AN APPEAL?

If you think a decision we've made in relation to your funding application is wrong, you have the right to appeal. An appeal is a formal request to Student Finance England asking us to review our decision on your entitlement to student finance.

If you're unhappy with the standard of service you've received you should use our complaints process – visit [www.gov.uk/slc](http://www.gov.uk/slc)

## HOW TO APPEAL

If you wish to appeal against our refusal to award you student funding or you disagree with how we've calculated your funding you can appeal in one of three ways:

1. Download an appeals template from [www.gov.uk/studentfinance](http://www.gov.uk/studentfinance) and send the completed form to us by email or post using the following addresses
2. Send an email to [formal\\_appeals@slc.co.uk](mailto:formal_appeals@slc.co.uk)
3. Write to us at:

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

When submitting your appeal you need to give us 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. The following timescales only start once we have all the evidence we need.

## WHAT HAPPENS NEXT?

**STAGE 1** - your appeal will be reviewed by our dedicated team.

**STAGE 2** - your appeal will be reviewed by the relevant Head of Service.

**STAGE 3** - your appeal will be reviewed by an Independent Assessor.

On receipt of your appeal, we'll send you an acknowledgement within five working days and a full response within 15 working days

## IF YOU'RE NOT SATISFIED

If you're not satisfied with the outcome of your appeal you can escalate it to the relevant Head of Service. An acknowledgement will be sent within five working days and a full response within 15 working days.

## FINALLY, IF YOU'RE 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 Education.

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[www.gov.uk/studentfinance](http://www.gov.uk/studentfinance)

