

Student Finance: Appeals and Complaints

What is the difference between an appeal and a complaint?

Usually a complaint arises when you are not happy with the way that a particular issue has been handled i.e. the service you received from a member of staff, being given incorrect information or an experiencing an unacceptable delay. A complaint won't change the outcome of a situation but will give you the opportunity to feed back on your experience. An appeal should be made if you believe that the wrong decision has been taken and you would like to change this.

Note: If a mistake has been made in your original application to Student Finance and your entitlement is subsequently altered, Student Finance are not obliged to honour their original offer and an appeal of these grounds is unlikely to be accepted.

Who should I complain to – Student Finance or the Student Loans Company (SLC)?

Student Finance are responsible for determining eligibility for funding and assessing how much you will receive whereas the SLC process this payment to you.

My Student Finance is delayed due to issues beyond my control – what should I do?

Please contact one of the following services:

- Student Support and Advice Team
studentsupport@manchester.ac.uk
- Student Services Centre ssc@manchester.ac.uk
- Students' Union Advice Service
advice.su@manchester.ac.uk

How to make an appeal

An appeal is a formal request to Student Finance asking them to review a decision regarding your funding. Further information can be found at: https://media.slc.co.uk/sfe/nysf/sfe_appeals_leaflet_d.pdf

How to make a complaint

The Student Loans Company are responsible for processing complaints and provide further information at: www.slc.co.uk/students-and-customers/contact-information-for-customers/making-a-complaint.aspx

What if I am still not satisfied with the outcome?

If you have been through all the internal complaint procedures and the decision made by the Student Loans Company Independent Assessor, you can ask for an Ombudsman to review your case.

Beyond this, you may need to consider legal action and should contact a solicitor or your local Citizens' Advice Bureau for further advice.

www.citizensadvicemanchester.org.uk/

Important

Before proceeding with any complaint or appeal, check all that is expected of you; i.e. check you have supplied all the required information and completed things on time and that you have fully understood the relevant regulations from Student Finance.

If you have a query which is not answered here, please contact studentsupport@manchester.ac.uk

Please note that the information in this guide is intended for Students applying for finance through the Student Finance England system, if you have applied for funding through the Welsh, Irish, Scottish or EU systems the regulations may differ.

We have made every effort to ensure that the information contained in this leaflet is accurate however, we cannot be held responsible for any omissions or errors.