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|  | **This fact sheet is about: Student Finance** |
|  | If you live mostly in Wales and you study in the UK you may get money to pay for your education and living costs. |
|  | The Student Loans Company decides  if students can get help. |
|  | They also sort out paying the money. |
|  | The Student Loans Company has a complaints policy. If you disagree with their decision you can appeal. |
|  | **What do you do before you contact the Ombudsman?** |
|  | Complain to the Student Loans Company. |
|  | **What can the Ombudsman do?**  We may be able to help if your  complaint is about: |
|  | * bad communication. |
|  | * bad assessment and bad handling of requests for student money. |
|  | * bad handling of money. |
|  | **What can’t the Ombudsman do?**  We cannot: |
| C:\Users\Alan\AppData\Local\Microsoft\Windows\INetCache\Content.Word\welsh gov  NO.JPG | * look at complaints about things Welsh Government does not deal with. | |
|  | * look at decisions that were made   in the right way. |
|  | **Things to think about** |
|  | If your complaint is about something before April 2015 you may need to speak to the Council first. |
|  | You do not need a solicitor or advocate to complain to the Ombudsman. |
|  | The Ombudsman can tell the Student Loans Company what we think it should do if we think it has done  something wrong. |
|  | **More information** |
|  | The **Citizens Advice Bureau** gives help and advice. They may help you complain: [www.citizensadvice.org.uk/](http://www.citizensadvice.org.uk/) |
|  | There is more on complaints about student finance at: |
| http://www.stmartins.caerphilly.sch.uk/_site/data/files/images/content/2FB97A474DCAB744031BAD985ABAC6FD.jpg | **Student Finance Wales**: [www.studentfinancewales.co.uk](http://www.studentfinancewales.co.uk) |
|  | and **The Student Loans Company**: [www.slc.co.uk/](http://www.slc.co.uk/) |
|  | If you are still not sure if the  Ombudsman can help, contact us. |
|  | **How to contact the Ombudsman** |
|  | 0300 790 0203 |
|  | ask@ombudsman.wales  www.ombudsman.wales |
|  | @OmbudsmanWales |
|  | The Public Services Ombudsman for Wales  1 Ffordd yr Hen Gae  Pencoed  CF35 5LJ |
|  | This easy read leaflet was prepared by Barod CIC using Photosymbols. |