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# Student Finance

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## Introduction

Student Finance Wales provides finance, on behalf of the Welsh Government, towards fees and living costs incurred by students when studying in higher education. Student Finance Wales (an operating arm of the Student Loans Company (SLC)) is responsible for the assessment of students' eligibility to receive financial support, and for processing and making payments of student loans and grants.

The SLC has a complaints procedure to which complaints about the standard of service should be addressed. If you are in disagreement about a student funding decision, you will need to follow the appeals procedure. Whilst the SLC is not a body that falls within the Ombudsman's powers, when the SLC is carrying out a function of the Welsh Government (in administering student finance in Wales), its actions fall within the Ombudsman's powers. However, you must complain to the SLC before bringing your complaint to us.

## What we can do

We can potentially look at complaints about:

- poor communication;
- failures in assessing or processing student finance applications;
- failures in managing grants and allowances after an entitlement decision.

## What we cannot do

We cannot:

- look at complaints about student finance matters that have not been devolved to the Welsh Government – e.g. the Repayment of Teachers Loan scheme;
- consider appeals against properly made decisions.

## Further information

You can get free, independent advice from your local Citizens Advice who may be able to assist you in making a complaint: <https://www.citizensadvice.org.uk/>

You can also find more information about how to complain about student finance on the following websites:

- Student Finance Wales – [www.studentfinancewales.co.uk](http://www.studentfinancewales.co.uk); and,
- Student Loans Company – <https://www.slc.co.uk/>

## Contact us

If you are not sure whether we would be able to look into your complaint, please [contact us](#) on 0300 790 0203.

Also available in Welsh.

# Easy Read

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