

Scholarship / Bursary Appeal Process

All students have the right to Appeal decisions made regarding their eligibility for a Scholarship or Bursary.

This may include applicants who feel that they cannot meet the criteria due to a Protected Characteristic as defined by the [Equality Act 2010](#). Please note that in such cases Appeals will need to include evidence where appropriate.

Please be aware that Appeals are most likely to be successful in cases where applicants have extenuating circumstances.

Appeals are considered by the Appeals Decision Maker, who is independent of the administration of University Scholarships and Bursaries which is undertaken by the Student Money Advice Team.

Appeal Process

- If you are unsure whether an Appeal is the best course of action, you can book an appointment with a Student Money Adviser who will be able to assist you.
- All Appeals must be made in writing and addressed to Scholarship/Bursary Appeals, Student Money Advice Team, University of South Wales, Llantwit Road, Treforest, CF37 1DL. Alternatively, you can email your Appeal to scholarships@southwales.ac.uk, citing 'Scholarship/Bursary Appeal' in the subject line.
- Once received, your initial Appeal will be passed to the Appeals Decision Maker who will consider your case.
- If the Appeals Decision Maker requires any further details/evidence then The Student Money Advice Team will contact the appellant for this information. This may include a request from the Appeals Decision Maker for additional evidence to support the Appeal and in some cases to gather the evidence which may be from external third parties.
- Once an Appeal and **all additional requested information have been received** a decision will normally be communicated to the appellant within **20 working days**.
- Please note that this is the final decision by the Appeals Decision Maker regarding this Appeal.

Current Students - Students Complaints Scheme of the Office of Independent Adjudicator for Higher Education (OIA)

If you feel that you have grounds to complain about this decision, you will need to request a 'Completion of Procedures' letter, which will confirm that the University's procedures have been exhausted and allow you access to the student complaints scheme of the Office of the Independent Adjudicator for Higher Education (OIA). You have **one month** from the date of this letter to request a completion of procedures letter. You may request this by emailing scholarships@southwales.ac.uk.

If we do not receive any response from you within one month of this letter, the University will assume that you have accepted the outcome.

Should you decide to make a complaint to the OIA, your Scheme Application Form **must be received by the OIA** within **12 months** of the date of the Completion of Procedures letter.

A copy of the OIA's Leaflet about the scheme for the review of student complaints is available at:

http://www.oiahe.org.uk/media/34396/oia_intro_leaflet.pdf

If you are experiencing financial difficulties; please contact the Student Money Advice Team on 01443 483778 or money@southwales.ac.uk to discuss any options that may be available to you.