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[About Us](#)

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For Service Providers

### For Service Providers

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EasyRead

### EasyRead

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# Student Finance

## Factsheet chapters

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## Introduction

Student Finance Wales provides financial support for students in higher education. We ensure that students are eligible to receive student finance.

The SLC has a commitment to ensure that student funding decisions are made fairly and transparently when the SLC is considering a complaint. The Ombudsman's powers are limited to the SLC's decision-making process.

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## 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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0300 790 0203 Or

Public Services Office  
1 Ffordd yr Hen C  
CF35 5LJ

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