

- Making a complaint | Expand Making a complaint Making a complaint

## **Information:**

Making a complaint

- Information:
- Information:
- How to complain
- <u>Factsheets</u>
- Organisations you can complain to us about
- How we can help you to use our service
- Microsoft 365 Secure Email

# **Complaints About:**

- Complaints About:
- Complaints About:

- Complaints about public service providers in Wales
- Complaints about the conduct of local councillors
- Complaints about independent care providers
- o Complaints about Nosocomial COVID-19

## **Other Organisations:**

- Other Organisations:
- Other Organisations:
- o Other organisations that may be able to help you
- Advice and Advocacy bodies
- Free online training for Senedd and Westminster Parliament constituency teams
- About Us Expand About Us

About Us

**About Us** 

## **About us:**

- o About us:
- About us:
- Who We Are
- o Our mission, ambition, principles and aims
- Our Own Initiative Investigations
- Our Service Standards
- o Our Polisies and Drasadura

## **Reques**

0

0

0

0

Our website uses cookies

☼ Overview

In order to remember your preferences ("Functional"), to measure traffic to our site ("Analytics"), and to personalise content and ads and enable social media features ("Marketing & Social Media"), we use cookies and similar technologies. We also share information about your use of our website with our social media, analytics, and advertising partners, who may combine it with other information they have collected from your use of their services. You can change

How or withdraw your consent at any time.

Functional Analytics Marketing & Social Media

## Other:

o Othe

Guid

- Othe
- o News
- Accessibility
- Read the Public Services Ombudsman (Wales) Act 2019
- Publications
   Expand Publications

Publications

Publications

# **Publications:**

- Publications:
- Publications:
- <u>Factsheets</u>
- Information for Councillors
- Consultations
- Research and Surveys
- Annual Letters
- Independent Review

# **Case Findings:**

- Case Findings:
- Case Findings:
- Our Findings
- Public Interest Reports
- Own Initiative Reports

 <u>Equality and Human Rights Casebook</u> o Open Data **Plans and Reports:** Plans and Reports: 0 Plans and Reports: **Annual Reports and Accounts** • Thematic Reports • Strategic Plans Sustainability Reports **Other Documents:** Other Documents: Other Documents: **Equality** 0 Welsh Language Standards For Service Providers | Expand For Service Providers For Service Providers For Service Providers ° \_ ° \_ • Guidance to public bodies in Wales Inforr • Facts ☼ Overview 0 Our website uses cookies 0 In order to remember your preferences ("Functional"), to measure traffic to our site ("Analytics"), and to personalise 0 Com content and ads and enable social media features ("Marketing & Social Media"), we use cookies and similar Colla technologies. We also share information about your use of our website with our social media, analytics, and advertising 0 partners, who may combine it with other information they have collected from your use of their services. You can change Clinic 0 or withdraw your consent at any time. 0 Mem • <u>EasyRead</u> Functional Analytics Marketing & Social Media EasyRead **EasyRead** 0 \_ ° \_ • How • Inform 0 Compianits about public service providers Complaints about Education 0 ° — Complaints about Health **Complaints about Housing & Your Home** 

**Complaints about Parking** 

**Complaints about Planning** 

Annual Reports & Accounts
 Sustainability Reports
 Equality Documents

• Thematic Reports

Contact us Expand Contact us

Complaints about Social Services
 Complaints about Other things
 Own Initiative Investigations

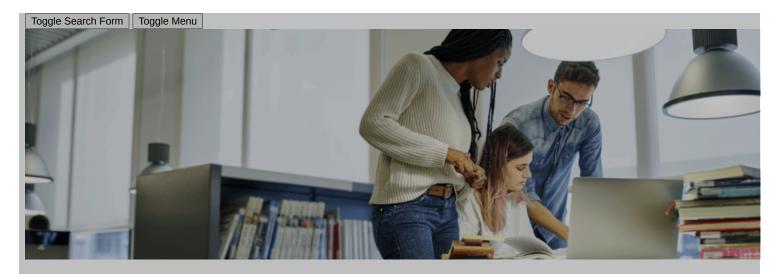
0

0

Contact us

Contact us

Contact UsMedia Centre



# **Student Finance**

#### Factsheet chapters

- Introduction
- What we can do
- What we can
- Further info
- Contact us

Introductio

Student Finance V higher education. eligibility to receive

The SLC has a costudent funding do when the SLC is o Ombudsman's por Our website uses cookies

Overview

In order to remember your preferences ("Functional"), to measure traffic to our site ("Analytics"), and to personalise content and ads and enable social media features ("Marketing & Social Media"), we use cookies and similar technologies. We also share information about your use of our website with our social media, analytics, and advertising partners, who may combine it with other information they have collected from your use of their services. You can change or withdraw your consent at any time.

Functional

Analytics

Marketing & Social Media

hen studying in t of students'

ment about a sman's powers, in the

#### 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: <a href="https://www.citizensadvice.org.uk/">https://www.citizensadvice.org.uk/</a>

You can also find more information about how to complain about student finance on the following websites: • Student Finance Wales – <u>www.studentfinancewales.co.uk;</u> and, Student Loans Company – <a href="https://www.slc.co.uk/">https://www.slc.co.uk/</a> 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** • Student Finance **Print Version** • Footer Menu **News** Join us Accessibility **Privacy Not** Contact Us ☼ Overview Our website uses cookies In order to remember your preferences ("Functional"), to measure traffic to our site ("Analytics"), and to personalise Get In Touch content and ads and enable social media features ("Marketing & Social Media"), we use cookies and similar technologies. We also share information about your use of our website with our social media, analytics, and advertising 0300 790 0203 Oเ

partners, who may combine it with other information they have collected from your use of their services. You can change

Marketing & Social Media

Public Services O 1 Ffordd yr Hen C CF35 5LJ

You can contact u This will not lead All our documents Select Language

Powered by Google Tra

X (Twitter) Facebook You Lube Designed & Developed by Spindogs

or withdraw your consent at any time.

Analytics

Functional

- Accessibility
- Contact Us