

Complaints and appeals to the Student Funding and Grants Team

We consider a complaint to be where you're not satisfied with the available bursary or our response to your enquiry or services, and you want us to solve the problem. An appeal is considered to be a request to re-evaluate a decision made about your bursary application assessment.

Making a complaint

If you feel that you have been unfairly denied an opportunity to apply for a bursary, then please follow the link to the Social Care Wales complaints procedure:

- <https://socialcare.wales/about-us/what-we-do?>

Appeals

An appeal is a formal request to review our assessment of your original Bursary application, Income Assessed Grants and Allowances application or any other area which falls under the Social Work Bursary Scheme. An appeal should relate to decisions or actions based on how we interpret the scheme.

In all other cases, you should follow the complaints process.

Guidance on how to appeal to Social Care Wales

What is an appeal?

We will always assess your bursary application fairly based on the information you provide on the bursary application form. The assessment will follow the rules set out in the Social Work Bursary Scheme that define who can get student bursaries and how much they receive. Sometimes you might think we've not assessed your student bursary application in line with the Social Work Bursary Scheme. In this case you can appeal the decisions we've made. An appeal is a formal request by you to the Student Funding and Grants Team to review the decisions made about your eligibility to receive the bursary or various elements of it.

Information to include in your appeal

The details of the award you're appealing, and why you consider our decision to be wrong. You should also enclose any evidence that supports your case.

How to appeal

If you wish to appeal against a decision or disagree with how we've calculated your funding, you can submit an appeal to the Student Funding and Grants Senior Officer:

- Send us an email to studentfundingandgrants@socialcare.wales
- Write to us:

Student Funding and Grants Team

Social Care Wales

Southgate House

Wood Street

Cardiff

CF10 1EW

What happens next?

Within 5 working days – we'll let you know we've received your appeal.

Within 20 working days – we'll send you a full response to let you know what our decision is. If there are delays, we will keep you informed, or if we need more information or evidence from you, we'll let you know. We'll wait until we have everything we need before we let you know what our decision is.

What if I'm not happy with the response I get?

A review, conducted by the Director of Finance, Strategy and Corporate Services will investigate whether the original decision by the Senior Student Funding and Grants Officer was incorrect or that the subsequent appeal was not conducted correctly, or its conclusions were not correct. If you remain dissatisfied following the review conducted by the Director of Finance, Strategy and Corporate Services you can ask for the Chief Executive Officer of Social Care Wales to further review the decision and their decision will conclude the appeals process.

If you remain dissatisfied following this final review, you may wish to take your complaint to the Public Service Ombudsman for Wales. The Ombudsman is: "independent of all government bodies and has legal powers to look into complaints about public services and independent care providers in Wales" (taken from <https://www.ombudsman.wales/about-us/>).

You can write to them at:

Public Service Ombudsman for Wales

1 Ffordd yr Hen Gae

Pencoed

CF35 5LJ

Tel: 0300 790 0203

Complaints

If you're not happy with our products or the service, you received you should follow our complaints procedure.