

## **Student Finance Appeals Procedure**

Robert Gordon University is committed to provide a high level of service to all students during the application for financial assistance.

If you are not satisfied with the outcome of your application you must raise your concerns by contacting the person that has been dealing with your application. You will be required to attend a meeting to discuss your application. Your concerns must be made within 10 working days of the outcome of your application. We will endeavour to respond within 5 working days of your request. If you are not satisfied with the outcome then you can proceed to make a formal appeal.

This document outlines what the procedure is and explains what the University requires from you and what you should expect from the University during your appeal.

This document outlines the process for a formal appeal. If you submit an appeal which comes under the definition of a complaint then you will be informed of this and we will follow our [Complaints Handling Procedure](#). The definition of a complaint is an expression of dissatisfaction by one or more individuals about the standard of a service, action or lack of action by or on behalf of the University, as experienced in the physical and/or virtual environment.

### **1. Definition of an Appeal**

The definition of an appeal is when a student seeks a reconsideration of the decision made on an application for financial assistance. Reconsideration of an application does not guarantee that the original decision will be changed.

### **2. Valid grounds for Appeal**

- Appeals against an application decision may be submitted on the following grounds:
- Significant new information in support of the application is now available which was not available at the time of the original decision on the application;
- A belief that the University has not adhered to its own policies and procedures;

### **3. Appeal Procedure**

#### **3.1 Stage 1 Formal Appeal**

- 3.1.1 If you are not satisfied with the outcome of your application and consider you have valid grounds to make a formal appeal, you should do so in writing using the Student Finance Appeal Form and send it to the Student Finance Manager or email [studentfinance@rgu.ac.uk](mailto:studentfinance@rgu.ac.uk)

If you wish to post your appeal to us, please send it marked for the attention of the Student Finance Manager to Robert Gordon University, Garthdee House Annexe, Garthdee Road, Aberdeen, AB10 7QB.

Formal Appeals must be submitted to the Student Finance Manager within 5 working days of the outcome of the informal appeal.

- 3.1.2 Any persons acting on behalf of a student may submit the appeal but the University must have on record that they are the students 'nominated person' or receive written confirmation from the student that the third party is allowed to act on their behalf. All

communication in connection with the appeal will then be sent to the person acting on their behalf and if requested, the student will receive a copy.

- 3.1.3 You should complete the Student Finance Appeal Form and attach any documents which support the reasons for appeal.

Appeals will be acknowledged, by email, within 5 working days of receipt of the Student Finance Appeal Form and all supporting documents. In the case of no email address being available, a letter acknowledging receipt will be sent to the student and this will be dated within the specified time period.

The University reserves the right to ask for further documentation in support of an appeal, information given in support of the appeal. If this cannot be given then the appeal will be considered on the information that is available.

All formal appeals will be considered by the Student Finance Manager.

- 3.1.4 The Student Finance Manager will make a decision on a stage 1 formal appeal within 15 working days of receipt and the student will be informed in writing, either by email or by letter, as appropriate.

## **3.2 Stage 2 Formal Appeal**

- 3.2.1 If you are not satisfied with the outcome of a stage 1 appeal and consider you have valid grounds to escalate to a stage 2 formal appeal, you should do so in writing using the Student Finance Appeal Form and send it to the Student Finance Appeal Panel or email [studentfinance@rgu.ac.uk](mailto:studentfinance@rgu.ac.uk)

If you wish to post your appeal to us, please send it marked for the attention of the Student Finance Appeal Panel to Robert Gordon University, Garthdee House Annexe, Garthdee Road, Aberdeen, AB10 7QB.

Stage 2 Formal Appeals must be submitted to the Student Finance Appeal Panel within 5 working days of the outcome of the stage 1 formal appeal.

- 3.2.2 Any persons acting on behalf of a student may submit the appeal but the University must have on record that they are the students 'nominated person' or receive written confirmation from the student that the third party is allowed to act on their behalf. All communication in connection with the appeal will then be sent to the person acting on their behalf and if requested, the student will receive a copy.

- 3.2.3 You should include the Student Finance Appeal Form and attach any documents which support the reasons for appeal.

Appeals will be acknowledged, by email, within 5 working days of receipt of the Student Finance Appeal Form and all supporting documents. In the case of no email address being available, a letter acknowledging receipt will be sent to the student and this will be dated within the specified time period.

The University reserves the right to ask for further documentation in support of an appeal, information given in support of the appeal. If this cannot be given then the appeal will be considered on the information that is available.

All stage 2 formal appeals will be considered by the Student Finance Appeal Panel.

This panel will consist of the Director of Academic Administration, the Director of Student Life and a Head of School, or their deputies.

3.2.4 The Student Finance Appeal Panel will make the final decision on a stage 2 formal appeal within 15 working days of receipt and the student will be informed in writing, either by email or by letter, as appropriate.

#### **4 Outcome of the Appeal**

If on the outcome of the stage 2 formal appeal, you believe that the University has failed to follow its procedures when arriving at the decision, you may wish to make a complaint following our [Complaints Procedure](#)