

## How to appeal a Support Grant decision

### How are applications assessed?

In assessing the Support Grant applications, a student's income is set against their expenditure. Assessments are based on a combination of real and assumed income. For example, the average undergraduate student will have their student loan, any grants, scholarship/bursary and any parental contribution taken into account, as well as an assumed income from employment (whether the student is in work or not). Adjustments are made to this assumed income for students:

- a) In their final year of study,
- b) With caring responsibilities and
- c) For those who are unable to work due to disability/medical circumstances.

To treat all applicants fairly, the same set expenditure level for living costs, (known as "Everyday Living Costs") will be applied when assessing your application rather than actual costs. These figures are based upon equivalent State Benefit amounts for general living costs such as food, household costs such as utility bills, phone and social costs.

The relevant amount will be set depending on your circumstances i.e. single, couple, have children etc. Expenditure on housing, travel and course costs is capped to a reasonable university level. This means that the amount that students *actually* spend may not be fully taken into account in any Support Grant assessment.

### How do I appeal?

Students who wish to appeal must demonstrate why their own application is exceptional to the assessment process outlined above. If your circumstances have changed significantly since the original assessment please complete a 'change of circumstances' form.

In the first instance, please come and see a Student Funding Adviser who can explain how your application was assessed. If you are still not satisfied then you can make an appeal.

Appeal requests must be made in writing, outlining your reasons for contesting your award and be made within 10 working days of the applicant being notified of the decision.

### Where do I send my appeal?

Appeal letters should be sent to the "Chair of the Support Grant Panel "c/o Student Funding Advice", Student Services, Solent University, East Park Terrace, Southampton, SO14 ORU.

### What happens if I'm still not happy?

The decision of the appeals panel will be final, however if you are still unhappy we would refer you to the university's complaints procedure. The Student Advisers in the Student Hub, RM050, can give you further advice and support on the complaints procedure.