**Appeals Procedure**

**Discretionary Fund**

**Childcare Fund**

**Student Assistance Fund**

**University of Stirling**

**Student Money Support**

**Student Support Services**

1. If you wish to appeal a decision on your application to any of these funds, please make an appointment to meet with a Money Adviser before making any formal request for reconsideration of the decision. In most cases, a conversation like this will allow applicants to present information not included in the original application, which could make a difference.

Applicants will be required to bring with them a completed [Spending Review document](https://view.officeapps.live.com/op/view.aspx?src=https%3A%2F%2Fwww.stir.ac.uk%2Fmedia%2Fstirling%2Fservices%2Finternal%2Fstudent-support-services%2Fdocuments%2Fyour-spending-review.docx&wdOrigin=BROWSELINK) which will be used as the basis for discussion with the Money Adviser.

Appointments to speak with one of our Money Advisers can be made via the [Student Services Hub](https://www.stir.ac.uk/student-life/support-wellbeing/).

1. Alternatively, if your circumstances have changed, please make a new application to the funds. Please include how circumstances have changed and any evidence to support this change in circumstances. For example: employment ending, moving home, etc. Please also include all of the other required evidence, as required in your previous application. The timescale for this new application will be the same timescale as your initial application to the fund(s).
2. If, after speaking with a Money Adviser, an applicant still wishes to formally appeal their award, their reasons for disagreeing with the decision should be submitted in writing to the Head of Student Support & Operations within 28 days of notification of the award outcome being made. Please put “Appeal” and the name of the fund in the subject line of your email. Such correspondence can be submitted via ask@stir.ac.uk where it will be forwarded appropriately.

For help with your appeal, you may wish to contact the Student Advocacy Service, found here: <https://www.stirlingstudentsunion.com/representation/studentsupport/>

1. The Head of Student Support & Operations will then investigate your appeal and will email a response or request for further information.
2. There is a separate Complaints Procedure if you have any complaints or comments regarding the service you received from Student Money Advice found here: <https://www.stir.ac.uk/about/contact-us/complaints/>