

How to make a complaint



How do I make a complaint?

At the Student Loans Company (SLC) we always try to get things right first time. However, sometimes things can go wrong and you may not be happy with our service. If so, let us know and we'll do all we can to put it right.

Queries can often be settled quickly and easily by phoning us and speaking to one of our customer advisers.

If you've spoken to an adviser and your issue hasn't been resolved, you can register a complaint in any of the following ways:

By telephone*:
0300 100 0601

By email:
customer_complaints@slc.co.uk

Or, by writing to:
**Customer Relations Unit
Student Loans Company
100 Bothwell Street
Glasgow
G2 7JD**

Make sure you include your customer reference number when you contact us, and a daytime telephone contact number. You can complete a Customer Complaint form to send with your email or letter, this will help you give us the information we need to fully investigate your complaint. You can download this form at:
www.slc.co.uk/contact

For security reasons, don't include bank details in any emails you send.

What happens next?

We'll acknowledge your complaint within five working days and our dedicated team will investigate your complaint and provide a response within 15 working days.

What if my complaint isn't resolved?

If you're not satisfied with the response you can ask for a senior manager to review your complaint. They'll respond in writing within 15 working days of this request.

*Please note that to help us maintain security and quality of service, your call may be recorded or monitored.

And finally, if you're still unhappy

You can ask for your complaint to be referred to our Independent Assessors.

Independent Assessors are independent of SLC and conduct impartial investigations into cases which haven't been resolved by SLC's internal complaints review process.

Review by an Independent Assessor is the final stage of the SLC complaints process.

If you remain dissatisfied with the outcome you may wish to seek legal advice on what options are available to you. This may include referring your concerns to the relevant Ombudsman.

If you applied for finance through Student Finance England or your local authority in England you can ask your MP to refer your complaint to the Parliamentary and Health Service Ombudsman.

The Ombudsman will normally expect you to have gone through the full SLC complaints process before they'll consider your case.

Which Ombudsman you contact is based on who you applied to for your student finance. Contact details can be found overleaf.

The complaints process

You complain to the Student Loans Company



Response received from the Customer Relations Unit



If this hasn't resolved the issue

Complaint passed to senior manager



And finally, if you're still unhappy

Complaint passed to the Independent Assessor.

Ombudsman Contact Details

If you applied to Student Finance England or local authorities in England:

Parliamentary and Health Service
Ombudsman
Millbank Tower
Millbank
SW1P 4QP

Web: www.ombudsman.org.uk

Email:

phso.enquiries@ombudsman.org.uk

Phone: 0345 015 4033

If you applied to the Education Authority:

The Northern Ireland Ombudsman
Freepost BEL 1478
Belfast
BT1 6BR

Web: www.ni-ombudsman.org.uk

Email: [ombudsman@ni-](mailto:ombudsman@ni-ombudsman.org.uk)

[ombudsman.org.uk](mailto:ombudsman@ni-ombudsman.org.uk)

Phone: 0800 343 424

If you applied to Student Finance Wales or local authorities in Wales:

Public Services Ombudsman for Wales
1 Ffordd yr Hen Gae
Pencoed
CF35 5LJ

Web: www.ombudsman-wales.org.uk

Email: [ask@ombudsman-](mailto:ask@ombudsman-wales.org.uk)
[wales.org.uk](mailto:ask@ombudsman-wales.org.uk)

Phone: 0300 790 0203

If you applied to Student Awards Agency Scotland (SAAS):

The Scottish Public Services
Ombudsman
Freepost EH641
Edinburgh
EH3 OBR

Web: www.spsso.org.uk/contact-us

Phone: 0800 377 7330

Student Loans Company 100 Bothwell Street Glasgow G2 7JD
www.slc.co.uk



This leaflet is available in large print and braille at:

brailleandlargefonts@slc.co.uk or telephone us on 0141 243 3686.

ISSUE PPC 009 Jan 2017