

Hardship Funds Appeals Procedure

1. If you have any queries or concerns regarding the outcome of your application to the Warwick Hardship Fund, International Students' Emergency Fund or International Students' Childcare Fund, then please contact studentfunding@warwick.ac.uk in the first instance within 14 days of your application outcome email. Wherever possible, the Student Funding Adviser who you originally met with and who recommended the original outcome will respond to you within 5 working days and provide you with a detailed explanation as why you received the given outcome.
2. If you are dissatisfied with this explanation, you may submit a letter of appeal within 14 days of receiving the above response. This should be addressed to the Student Funding Manager and should set out in detail the reasons for your dissatisfaction with the original decision.
3. Letters will ordinarily be acknowledged within 2 working days, and you will be advised of the expected timescale for a response.
4. Your letter of appeal will be referred to a Student Funding Manager who did not approve your original application outcome, as well as the Student Funding Adviser you originally met with and who recommended the original outcome.
5. The Student Funding Adviser will review the original documents and application outcome in accordance with NASMA (National Association of Student Money Advisers) and University guidance. If the Student Funding Adviser considers that a supplementary award is warranted, a new recommendation will be made to the Student Funding Manager reviewing your application for a decision.
6. If, after review, the Student Funding Adviser considers that the original award should stand, the appeal will be referred to a second Student Funding Adviser for consideration.
7. The second Student Funding Adviser will review your original documents and application outcome and will provide the Student Funding Manager reviewing your application with an opinion on the original application decision. The second Student Funding Adviser will make a recommendation for a supplementary award, if appropriate.
8. The Student Funding Manager reviewing your application will decide whether to grant or reject the appeal and you will be notified of the outcome (or the progress of an appeal if a decision has not been reached) within the timescale given following receipt of your letter of appeal.
9. Complex appeals may be referred to the Head of Wellbeing Support for consideration.
10. The decision of the Head of Wellbeing Support will be final.