

1. If you have any concerns or queries 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](mailto:studentfunding@warwick.ac.uk) in the first instance. Wherever possible, the member of staff who approved the outcome of your application 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 choose to submit a letter of appeal. This should be addressed to the Head of Wellbeing Support, Wellbeing and Student Support Services and sent to [studentfunding@warwick.ac.uk](mailto:studentfunding@warwick.ac.uk). The letter should set out in detail the reasons for your dissatisfaction with the original decision and should include any supporting information not presented at the time of your initial application.
3. Letters will ordinarily be acknowledged within 2 working days, and you will be advised of the timescale for a response.
4. The letter of appeal will be referred to the Head of Wellbeing Support, as well as the Student Funding Adviser you met with and who recommended the original outcome.
5. The Student Funding Adviser will review the original documents and application outcome in light of NASMA (National Association of Student Money Advisers) and University guidance and will consider any additional supporting information you have provided. If the Student Funding Adviser considers that a supplementary award is warranted, a new recommendation will be made, and the papers referred to the Head of Wellbeing Support 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 application and appeal and will provide the Head of Wellbeing Support with an opinion on the application decision. The second Student Funding Adviser will make a recommendation for a further award, if appropriate.
8. The Head of Wellbeing Support 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 the letter of appeal.
9. Complex appeals may be referred to the Director of Wellbeing and Safeguarding for consideration.
10. The decision of the Director of Wellbeing and Safeguarding will be final.

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