

1. All appeals against Warwick Hardship Fund, International Students' Emergency Fund or International Students' Childcare Fund decisions and awards should be made in writing and addressed to the Head of Student Finance and Funding, Student Administrative Services. 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.
2. Letters will be acknowledged and you will be advised of the timescale for a response.
3. The letter of appeal, and the original papers if necessary, will be referred on the day of receipt to the Student Funding Adviser recommending the original award.
4. The Student Funding Adviser will review the award in the light of NASMA (National Association of Student Money Advisers) guidance and will take into account 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 Student Finance and Funding for a decision.
5. 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.
6. The second Student Funding Adviser will review your application and appeal and will provide the Head of Student Finance and Funding with an opinion on the award decision. The Student Funding Adviser will make a recommendation for a further award, if appropriate.
7. The Head of Student Finance and Funding 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) by the seventh working day following receipt of the letter of appeal.
8. In the event of the prolonged absence of a second Student Funding Adviser, the case papers will be passed to the Dean of Students for a third opinion to be given.
9. Complex appeals may be referred to the Academic Registrar for consideration.
10. The decision of the Academic Registrar will be final.

Last revised: July 2020