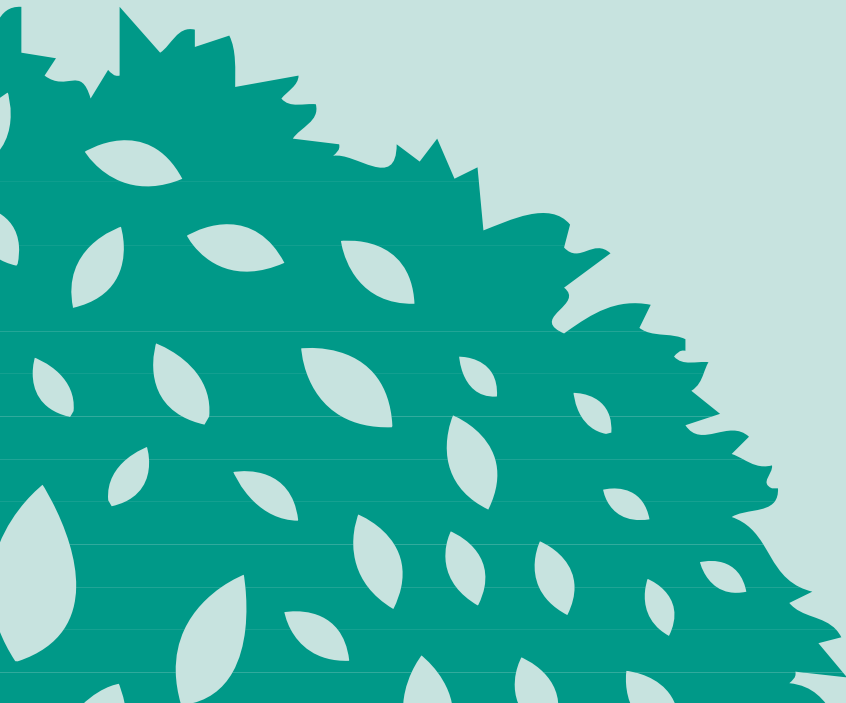




**Student**  
Loans Company

# HOW TO MAKE A COMPLAINT



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We always try to get things right first time. However, sometimes things can go wrong and you may not be happy with the way in which we have delivered our service to you. If so, let us know and we promise that we will do all we can to put things right.

Queries can usually be settled quickly and easily by telephoning the department you have been dealing with and explaining the problem.

If this does not resolve the issue, you can make a complaint by asking for a telephone complaint to be logged or in any of the following ways:

By e-mailing:  
customer\_complaints@slc.co.uk  
Please quote your loan account or student support number in all correspondence.  
For security reasons do not include any bank details in your email.

By writing to:  
Complaints Resolution Unit  
Student Loans Company  
100 Bothwell Street  
Glasgow G2 7JD

## What happens next

We will issue an acknowledgement of your complaint within five working days of receipt. Our dedicated team will fully investigate your complaint and respond within 10 working days of our acknowledgement.

## If your complaint is not resolved

If you are not satisfied with the outcome of the investigation you can ask us to escalate your complaint to a Head of Service who will review your complaint and respond in writing within 10 working days.

## And finally, if you are still unhappy

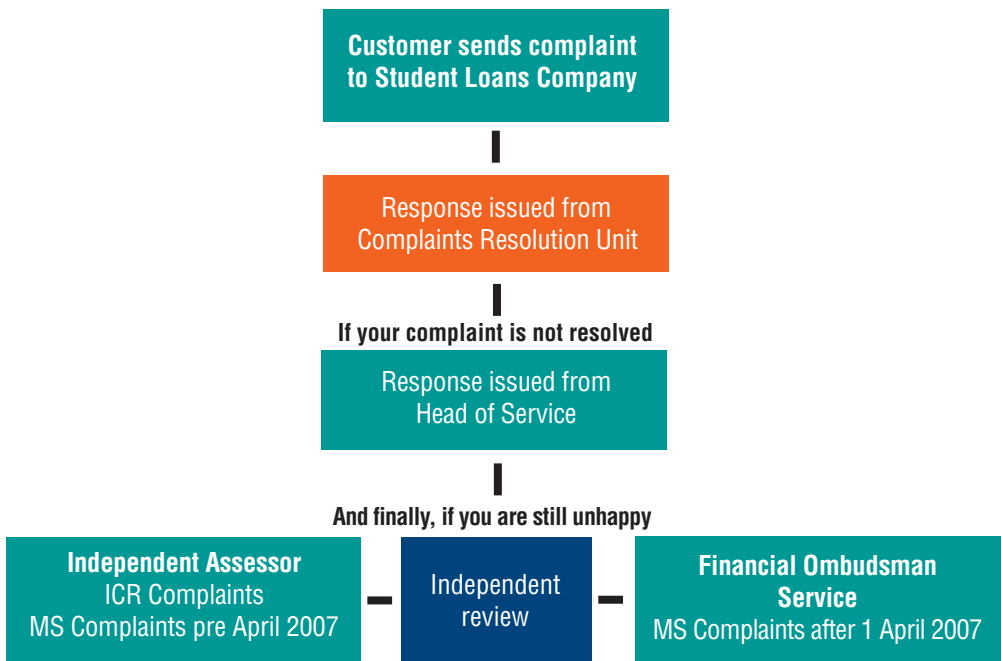
You can ask for your complaint to be escalated for an independent review. If you have applied for student finance through a Welsh Local Authority, and you feel that you have suffered as a result of maladministration or a service failure in relation to your student finance application or assessment (excluding service relating to the collection and repayment of loans), you have the right to complain directly to the Public Services Ombudsman for Wales.


If your complaint relates to a mortgage style loan (generally pre-1998) and you are unhappy with our final response or have not received a final response within 8 weeks of your original complaint to us then you can contact the Financial Ombudsman at the following address:

The Financial Ombudsman Service  
South Quay Plaza  
183 Marsh Wall  
London  
E14 9SR

Website: [www.financialombudsman.org.uk](http://www.financialombudsman.org.uk)  
Email: [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk)  
Phone: 0845 080 1800

If we receive no further communication relating to your complaint within six months of the initial complaint being received, we will treat your complaint as closed.





Student Loans Company  
100 Bothwell Street  
Glasgow G2 7JD

Minicom number: 0845 6044434

[www.slc.co.uk](http://www.slc.co.uk)

**This leaflet is available in large print and braille.**

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