**Appeals Procedure**

**Discretionary Fund**

**Childcare Fund**

**Student Assistance Fund**

**University of Stirling**

**Student Money Advice**

**Student Support Services**

1. If you wish to appeal a decision on your application to any of these funds, please send an email to: ask@stir.ac.uk. The nature of your appeal will determine the next steps. Please keep checking your emails as you may be required to provide more information and/or evidence. A student Money advisor who was not involved in the original decision may review your appeal.
2. Alternatively, if your circumstances have changed, please make a new application to the funds. Please include how your circumstances changed and any evidence to support this change in circumstances. For example: your employment may have ended, you may have moved home, etc. Please also include all of the other required evidence, as required in your previous application. The timescale for this new application will be the same timescale as your initial application to the fund(s).
3. If you decide to appeal, you should state the reasons for why you are appealing. Please put “Appeal” and the name of the fund in the subject line of your email. Please ensure that you have directed the email to the “Deputy Head of Student Support Services”. In the body of your email, it will be helpful to include the reasons you are appealing alongside your student number. For help with your appeal, you may wish to contact the Student Advocacy Service, found here: <https://www.stirlingstudentsunion.com/representation/studentsupport/>
4. We will then investigate your appeal and will email a response or request for further information
5. If you remain unsatisfied, please send a copy of your email and the reply for the attention of Head of Student Support Services via an email to ask@stir.ac.uk. The subject of the email should be marked Second Appeal
6. There is a separate Complaints Procedure if you have any complaints or comments regarding the service you received from Student Money Advice found here: https://www.stir.ac.uk/about/contact-us/complaints/