

Guidance on University of Hull Appeals Procedure relating to the Suzanne Denyer Bursary

If you believe you were entitled to a *Suzanne Denyer Bursary* but are unhappy with the assessment of your application, you may have the right to appeal.

Before you appeal

Before appealing there are a few steps you can take:

1. Check you fulfil the eligibility criteria for the award.
2. Check that you provided the appropriate information for Student Finance England (SFE) to be able to process your finance application and that all consents for SFE to share your information with the University have been provided.
3. Check your information has been processed by Student Finance England.

How do you know if you can appeal?

You can appeal when:

- you think you meet all of the Bursary eligibility criteria.
- you have provided evidence of your residual household income.
- all consents for SFE to share your information with the University were provided.

When you can't appeal

You can't appeal when:

- you don't meet the necessary eligibility criteria.
- you have not given your consent to SFE to share your information with the University.
- you have not provided evidence of your residual household income.
- you have appealed previously.

Who can appeal?

Appeals must be made by the student concerned, who is registered at the University of Hull.

Someone else cannot appeal on your behalf.

Deadline for appeals

Appeals must be made during the academic year concerned. Appeals should be made no later than 8 weeks prior to the end of the academic year concerned.

How to appeal

The appeal should be made in writing after you have had confirmation from the University that your application was unsuccessful.

Appeals should be made in writing to the Access, Funding and Support Officer.

Appeals should include your name, contact details, student number and course. You should say in your appeal what you think is wrong.

You will need to send your appeal to:

The Access, Funding and Support Office
The University of Hull
Venn Building
Cottingham Road
Hull
HU6 7SZ

What happens next?

Your eligibility will be checked. All completed appeals are reviewed within 2-4 weeks. You will be notified of the outcome of your appeal via an email to your University email account.

The possible outcomes are:

1. You are not eligible for the *Suzanne Denyer Bursary* and the decision will be explained to you.
2. If there is missing information or evidence which is required in order to assess your claim you will be asked to withdraw your appeal and ensure the required information is supplied.
3. You may be eligible for the *Suzanne Denyer Bursary* and you will be notified regarding how it will be paid.
4. You may be directed to others sources of support.

If you are unhappy with the appeal decision the case will be reviewed by the Director of Student Recruitment, whose decision is final.

Withdrawing your appeal

You can withdraw your appeal at any time by writing to the Access, Funding and Support Office.