



Appeals

Although we may be able to offer financial support with essential course-related costs, there may be circumstances where we're unable to do this.

If you disagree with the outcome of your application, you can appeal against the decision. Here's how to go about it.

Appeals process

Links to application forms to appeal the outcome of a bursary application can be found on Pay My Student or on the Appeals section of the Student Finance page of the College website:

[Fees and financial support | City of Portsmouth College \(city-of-portsmouth-college.ac.uk\)](https://www.city-of-portsmouth-college.ac.uk)

Stage One

You can appeal if:

- your application has been declined
 - you disagree with the outcome of your application
 - payments have been withheld.
1. Appeals against decisions must be raised in writing to the Assistant Principal with responsibility for Student Finance within 10 days of the decision being notified. Appeals are acknowledged within three working days of receipt and aim to be resolved within 14 working days.
 2. An appeal must contain sufficient information or evidence for the appeals panel to review the case and come to a decision. If an appeal does not contain sufficient information, the Assistant Principal will advise the applicant to resubmit the appeal with the required information or evidence. The learner will have an additional seven working days to do this.
 3. The Assistant Principal will examine and weigh up the information or evidence and reach a decision regarding the outcome of the appeal.
 4. Attendance records, progress reports, general conduct and disciplinary records may be considered as part of the appeal.

Depending on the nature of the appeal, it may be:

- upheld
- partially upheld
- rejected.

The decision of the appeals panel will be communicated to the applicant within 5 working days of a decision; the decision is final and binding. The Student Finance Team will maintain a record of the outcome of all appeals for 6 years after the date of the appeal.

Stage Two

If the issue is not resolved, you or your parent/carer should put your appeal in writing to the Vice Principal, Student Experience, within four weeks of the decision. You or your parent/carer should explain what is being appealed and why you are dissatisfied with the outcome.

Additional evidence may be required. The claim may be reassessed, and you will be informed of the decision in writing within 21 working days of receipt of the letter.

The decision of the Vice Principal is final and binding. It will be communicated to the applicant within five working days of the decision. The Student Finance Team will maintain a record of the outcome of all appeals for six years after the date of the appeal.

Still need help?

Contact our friendly and knowledgeable finance support team. Telephone: **023**

9421 1980

Email: bursary@copc.ac.uk