



# Customer Complaint Form

**Student**  
Loans Company

If you're unhappy with the service we've provided, complete this form and return it by email to [customer\\_complaints@slc.co.uk](mailto:customer_complaints@slc.co.uk)

Forename  Surname

Customer Reference Number

## Reason for completing the form

I want to make a new complaint

**Complete Section 1 and 2**

I want to check on the progress of an existing complaint  
*It can take up to 15 working days for us to reply to your complaint.*

**Complete Section 2**

I want to escalate an existing complaint  
*You can only do this if you've already made a complaint, have had a response from our Customer Relations team and you're unhappy with the response.*

**Complete Section 1 and 2**

## Section 1 - Your complaint

If you're currently a student, what academic year does your complaint relate to?  /

Use the box below to give a brief but detailed account of what your complaint is about. If you want to escalate an existing complaint, use this space to tell us why you're unhappy with our previous response.

## Section 2 - Contacting you

Tell us your contact details and how you'd like to be contacted.

Address  Email

Contact number

Postcode  How would you like to be contacted?

Letter  Email  Telephone

## Next steps

Once we've received your form we'll acknowledge your complaint within **5** working days. You'll then receive a full response from our Customer Relations Unit within **15** working days. To find out more about the complaints process visit [www.slc.co.uk/contact](http://www.slc.co.uk/contact)