



## Education Maintenance Allowance

### Payment Appeals procedure

#### Schools

If your weekly EMA payment or your bonus payment is not paid because you are deemed to have failed to comply with the terms and conditions of the scheme, you have the right to appeal the decision.

1. You must discuss any concerns or issues with your school **in the first instance**. (Guidance Teacher).
2. If payments are withheld students must be notified to the reasons why in writing (copy of this should be kept on file) or record of meeting held.
3. Once notification of the above has been received if the student wishes to appeal the decision made by the school they must submit in writing outlining their reasons for appealing the decision. This must be submitted within 14 days to the school.
4. Once the appeal has been heard and decision made then the student should then be notified in writing of the decision.
5. If the appeal cannot be resolved within the school to the student's satisfaction then they should write to their local Area Education, Culture & Sport Office for the attention of the Area Education, Culture & Sport Manager within 28 days of payments being suspended. They should then give the reasons for appealing the decision.
6. The Area Education, Culture & Sport Manager will consider appeals within 14 days of the receipt of the appeal letter and will notify the applicant, the school and the EMA Unit of the final decision of the Area Education, Culture & Sport Manager.
7. If your appeal is successful you will receive a backdated payment. The decision of the Area Education, Culture & Sport Manager is final.

#### **The Highland Council, Area Education, Culture & Sport Office Addresses:-**

##### **Inverness, Nairn, Badenoch and Strathspey**

Area Education, Culture & Sport Office  
13 Ardross Street  
Inverness  
IV3 5NS

##### **Ross, Skye and Lochaber**

Area Education, Culture & Sport Office  
The Education Centre  
Castle Street  
Dingwall  
IV15 9HU

##### **Caithness, Sutherland and Easter Ross**

Area Education, Culture & Sport Office  
Drummuie  
Golspie  
KW10 6TA