

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 the EMA Unit Administrator **in the first instance**.
2. If payments are withheld a student would have been notified to the reasons why in writing by the EMA Unit.
3. Once notification of the above has been received if the student wishes to appeal the decision made by the EMA Unit they must submit in writing outlining their reasons for appealing the decision. This must be submitted within 14 days to the EMA Unit.
4. Once the appeal has been heard and decision made then the student should then be notified in writing of the outcome.
5. If the appeal cannot be resolved in the first instance with the EMA Administrator to the student's satisfaction then they should write to the EMA Co-ordinator, EMA Unit within 28 days of payments being suspended. They should then give the reasons for appealing the decision.
6. The EMA Co-ordinator will consider appeals within 14 days of the receipt of the appeal letter and will notify the applicant and the EMA Unit of the final decision.
7. If your appeal is successful you will receive a backdated payment; the decision of the EMA Co-ordinator is final.

**EMA Unit  
Town House  
High Street  
Inverness  
IV1 1JJ**