

DfE Permanent Secretary visits SLC's Darlington office

During the visit, he spent time with SLC CEO Paula Sussex, Chairman Christian Brodie, and members of the Executive Leadership Team, before meeting some of the Operations teams.

The main purpose of the visit was to give the Permanent Secretary a more detailed look at both the scale of SLC's operation in Darlington and to exhibit how SLC handles complex products, such as the Disabled Students Allowance and Grants for Dependants.

Paula said: "It was a pleasure to welcome Jonathan today and have the opportunity to showcase the work going on in Darlington to provide a great customer experience and efficient service to our customers.

Jonathan Slater added: "It was really interesting to see 'behind the scenes' as to how millions of student finance applications are processed and to hear the complexity of customer queries that SLC deals with every day on phones and social media."