

Appeal against charges

Please complete this form if you wish to appeal against any charges on your Library account. Please fill in all of the required information and be as specific as possible.

The following will **not be accepted as reasons** for appealing a fine:

- lack of understanding of the library loans and returns policies
- non-receipt of an email notice; due date reminders and fine notices are sent as a courtesy only.
- forgetting due dates – these are available to view in your Library account
- failure to correctly discharge a book using the self return machine
- disagreement with the library fines structure
- materials loaned to a third party
- out of town, overseas, vacations, field trips, placement
- failure to return a book which has been recalled by another user

Please note that you cannot appeal fines incurred more than a year ago unless you formally interrupted your studies and have a letter from your School or other evidence to confirm this.

Information Services will consider your appeal carefully and a decision will be made by a panel of senior Library staff.

You will be notified within 5 days by email to the address you have supplied on this form. **The decision of the panel will be final.**

Your details

- * Name (please print)
- * Student ID number
- * Username
- * Email address
- * Programme of study

*Fields marked * are required*

Please tell us why we should waive your fines. State clearly the individual items that you are disputing providing any relevant dates and documentation to qualify claims for mitigating circumstances, eg medical certificate, statements from tutor.

If you would prefer to speak to someone about a personal matter please enter 'Personal reason' in the space below and we will contact you to arrange a meeting to discuss your circumstances.

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Please continue and sign overleaf.

