Templeman Library

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 access your Library account and/or renew books online
- disagreement with the library fines structure
- materials loaned to a third party
- out of town, overseas, vacations, field trips, placement, study leave, conferences
- 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.

Information Services will consider your appeal carefully and you will be notified within 5 days by email to the address you have supplied on this form.

Your details

* Name (please print) ........................................................................................................................................

* Library number ........................................................................................................................................

* Username .............................................................................................................................................

* Email address ........................................................................................................................................

* 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/line manager.

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.
I have attached all supporting documents (please tick). □

Your signature ..................................................  Date ..........................................................

Completed forms should be handed in at the Loan Desk, Level 1 West, Templeman Library.

The information you provide on this form will be used solely for the purpose of this fines appeal and will only be viewed by senior Library staff. The information will be kept by University of Kent Information Services for the duration of your studies and will be treated in the strictest confidence and in accordance with the principles of the Data Protection Act.

Library use only

Decision made (eg waived, partially waived, rejected) ..............................................................

Amount waived ..........................................................................................................................

Reason for decision ....................................................................................................................

Date of contact ..........................................................................................................................