

# Appeal against library fines

Please provide all the required information and be as specific as possible.

## Why you are appealing

Reason	Evidence we need	Tick one
Bereavement	<ul style="list-style-type: none"><li>• My school support officer (SSO) or tutor is aware of my situation</li><li>• Or I will inform my SSO or tutor</li><li>• For staff: I have informed a relevant colleague</li></ul>	<input type="checkbox"/>
Financial difficulties	<ul style="list-style-type: none"><li>• I have contacted my SSO, tutor or college master, who can support my appeal</li><li>• I will inform my SSO, tutor or college master</li></ul>	<input type="checkbox"/>
Medical grounds	<ul style="list-style-type: none"><li>• I can provide a medical note</li><li>• Or my SSO or tutor is aware</li><li>• Or I will inform my SSO or tutor</li><li>• For staff: I have informed a relevant colleague</li></ul>	<input type="checkbox"/>
Personal circumstance or family issues	<ul style="list-style-type: none"><li>• My SSO or tutor is aware of my situation</li><li>• Or I will inform my SSO or tutor</li><li>• For staff: I have informed a relevant colleague</li></ul>	<input type="checkbox"/>
University system error	<ul style="list-style-type: none"><li>• Provide a description of the problem and the date it occurred. Include a screenshot if possible</li><li>• Provide receipt as proof of return</li></ul>	<input type="checkbox"/>
Sensitive/confidential	<ul style="list-style-type: none"><li>• I have already spoken with a member of library staff about my extenuating circumstances</li></ul>	<input type="checkbox"/>
	<ul style="list-style-type: none"><li>• I haven't spoken to staff yet – a member of staff will contact me by email</li></ul>	<input type="checkbox"/>

Please fill in / tick all that apply:

Name of SSO / tutor / academic advisor you've contacted .....

I'm happy for them to be contacted by library staff dealing with my appeal

I have attached supporting documents

I'll email documents within 5 working days to [lendingmanagement@kent.ac.uk](mailto:lendingmanagement@kent.ac.uk)

## Your details (please use block letters)

Fields marked \* are required

Name \* .....

Kent ID number \* .....

Kent email address \* .....

## Details of your fine

Fields marked \* are required

Dates of fines \* .....

Fine amount .....

Date problem started .....

Please give a full description of the problem:

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I understand that the following are not accepted as reasons for appeal:

- forgot to check library account for due or renewal dates
- didn't receive email notices
- out of town, in London, overseas, on vacation, on a field trip, placement, study leave or conference
- lent book to someone else, who didn't return it
- don't understand the library returns policies
- disagree with the library fines structure

Signature \* .....

Date \* .....

**Data protection information:** The information you provide on this form will be used solely for the purpose of this fine appeal and will only be viewed by 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.

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### Office use only

Application processed by .....