Learning Services

Appeal against charges

Please complete this form if you wish to appeal against any charges on your library account.

Fill in all of the required information and try to be as specific as possible; the more information we have the better placed we are to judge your appeal fairly.

**Please note that the following will not be accepted as reasons for appealing against a fine:**

- Lack of understanding of the library loans and returns policies
- Due date reminders and fine notices are sent as a courtesy. Non-receipt of a notice is not a valid reason for appeal
- Forgetting due dates – these are available to view in “My Account”
- Failure to correctly discharge a book using the self return machine
- Disagreement with library fines structure
- Materials loaned to a third person
- Out of town, overseas, vacations, field trips, placement
- Failure to return a book which has been reserved by another user
- Lack of internet facilities since items can be renewed by telephone
- University holds caused by late registration or non-payment of university fees – contact the Student Centre as soon as possible if problems arise, to extend temporary access

We will look at your appeal carefully and a decision will be made by senior library staff. This decision will be final.

You will be notified of their decision within 5 days by e-mail using the address you have supplied on this form.

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

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 the Library 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.
Learning Services - Appeal against charges

<table>
<thead>
<tr>
<th>Name</th>
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<tbody>
<tr>
<td>Student ID Number</td>
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<tr>
<td>E-mail</td>
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<td>Year of study</td>
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<td>Programme of study</td>
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Explain below why you believe we should waive your overdue fines. Please state clearly the individual items that you are disputing, providing any relevant dates and documentation to support your claim for mitigating circumstances e.g. medical certificate covering the dates in question.

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.

Signature:  
Date:

Library use only

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<tr>
<th>Decision – waived, partially waived, rejected</th>
<th>Amount waived</th>
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| Contact with student (e.g. e-mail sent and date) | Reason |

Return this form to your local campus library in person or by post to one of the following addresses:

**Avery Hill Library**
Mansion Site  
Bexley Road  
London  
SE9 2PQ

**Stockwell Street Library**
10 Stockwell Street  
London  
SE10 9BD

**Medway Drill Hall Library**
Drill Hall Library  
North Road  
Chatham Maritime  
ME4 4TB