

Residential charges appeals

Residents may be notified that charges are being applied to their account after a breach in the Terms and Conditions of Residence. These include, but are not limited to, charges for breaching the Universities smoking policy, tampering with fire equipment, causing damage to University property or not upholding your responsibility to keep the inside of the accommodation and shared facilities in a clean and tidy condition at all times and to carry out your share of cleaning of shared facilities.

This document outlines the process for appealing residential charges.

1. Guiding principles

1.1. You can appeal against a charge, or tell us about any mitigating circumstances. In the event of an appeal we seek to:

- a) resolve the matter at the earliest possible opportunity;
- b) investigate fairly and thoroughly;
- c) ensure the process is unbiased.

1.2. It is the intention of the process that appeals are resolved promptly and at as early a stage as possible.

1.3. If there is to be a hearing, all those directly involved have the right to attend and to be heard.

2. How to appeal

2.1. If you wish to appeal any charge you must give written notice of the appeal to the Accommodation Team (accommodation@le.ac.uk) no later than 7 days after the date of the Charge Notice.

2.2. If we do not receive written notice by this date we assume you accept responsibility for the charge and will add the amount to your residence account.

2.3. Your notice of appeal should include the following:

- a) The reference to the charge you are appealing
- b) An explanation of the basis of the appeal

including any mitigating circumstances
c) Any appropriate evidence, where possible

3. The appeal process

3.1. The Accommodation and Commercial Manager, or nominee, overseeing your appeal will be provided with all relevant evidence, including: the initial report of the incident; any photographic evidence (if available); the transcript from subsequent conduct meetings; any copies of communication between the resident and other parties pertaining to the charge.

3.2. The Accommodation and Commercial Manager, or nominee, may require a follow-up meeting to discuss the appeal with the resident. The resident will be notified via email if this is required.

3.3. If a request for a meeting is made you must respond to either accept or re-arrange the meeting request no later than 7 days after the date of the request. If we do not receive written notice by this date we assume you accept responsibility for the charge and will add the amount to your residence account.

3.4. The Accommodation and Commercial Manager, or nominee, overseeing your appeal will aim to complete proceedings, including all subsequent meetings with the resident(s), within 21 working days. Occasionally proceedings may take longer, however you will be receive written notification of this.

4. Notification of the outcome of the appeal

4.1. Once a decision has been made regarding your appeal, you will receive written notification of the outcome of the appeal.

4.2. If your appeal has been successful, any charges which have been raised against your account will be removed within 14 working days of the date of the written notification of the outcome. On occasion, the outcome of your appeal could result in a part-removal of charges.

4.3. If your appeal is unsuccessful the charges will stand as applied to your residence account.

4.4. The payment of any charges must be made via the University's Fees and Income Office. Further information about the payment of charges or fees can be found at www.le.ac.uk/fees.

Further information

If you require additional support during your time at university or during your stay in residences you can contact the University's Student Support Service to access the Student Welfare Service, Counselling and Wellbeing or the AccessAbility Centre. Details for all these services are available at le.ac.uk/wellbeing.

The Advice Service in the Students' Union will also be able to provide help with your appeal. They can be contacted in the Percy Gee Building; or by telephone on **0116 223 1132**; or by email at advice@le.ac.uk. Note that the Advice Service cannot act on your behalf.

For further information on accessing support provided by Leicester Students' Union please visit <https://www.leicesterunion.com/support/>.

