

# writing an effective statement

**These tips will help you to write a supporting statement for an appeal, complaint or report of extenuating circumstances.**

## how to write an effective statement

In your statement you should aim to set out a logical and compelling argument in support of your request including all the relevant background information needed for the university to make a fair decision about your case.

- Start by explaining what decision you are appealing/requesting (e.g. “My withdrawal from the course” or “The refusal of my request for a time extension”) and why you are appealing/making a concession request – for example that your Extenuating Circumstances were not fully and properly considered.

- Explain what has happened/the reason for your appeal as fully and clearly as you can.

- Include plenty of detail about relevant events, for example who said/did what and when. Give names where possible, and include dates (and, if relevant, times). e.g. “on [date] I spoke to [name] at the Hub

who said [what they said]”. If you can’t be precise about dates, give an estimate and give some context e.g. “In mid-April 2014, after my exams had finished...”

- It can help to set out the background in chronological order.

- If your statement is long consider splitting it into numbered paragraphs.

- If there are several different issues (for example, you had health problems which affected your study, but there were also problems with the course), deal with each issue separately and use headings to make it clear which you are talking about.

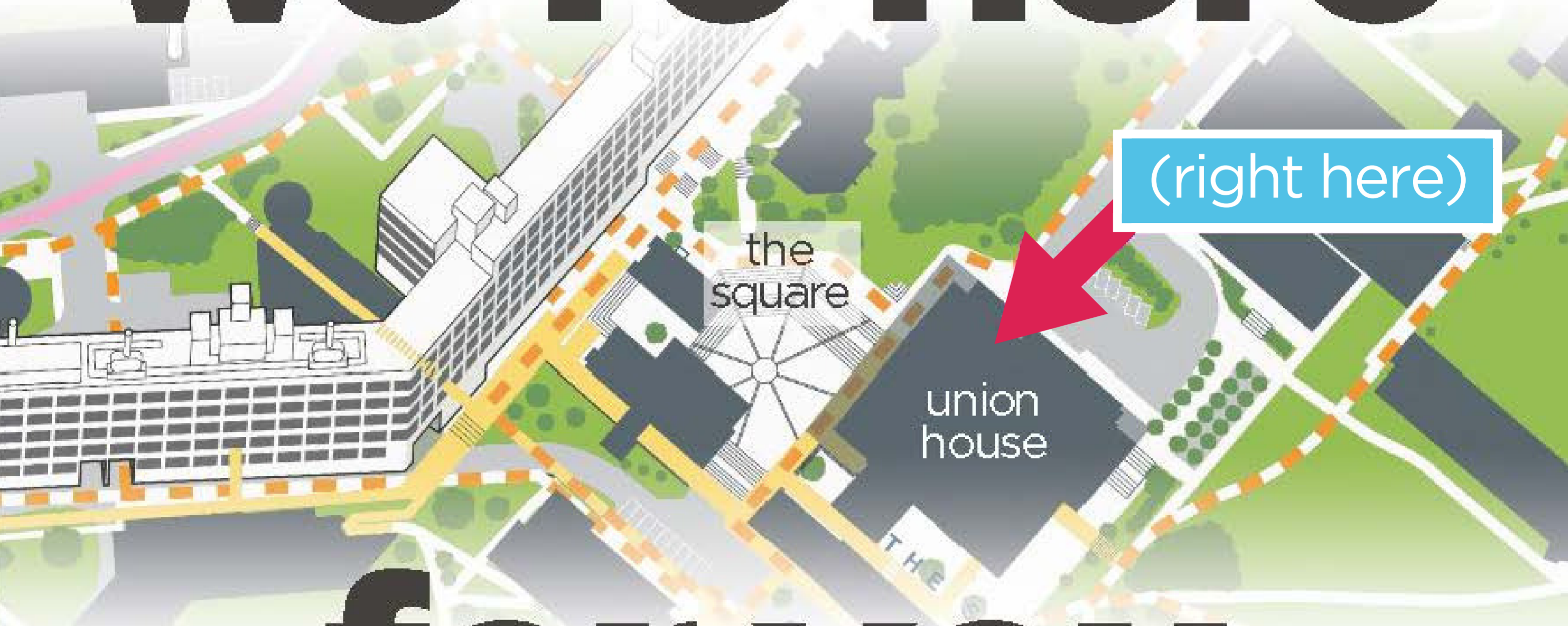
- If more than one module/assessment was affected, make sure that your statement shows why each of them was affected. If an event affecting your performance happened some time before assessment, explain why it still had an impact at the time of your assessment. If you were affected more by a situation than other people might have been because of your particular circumstances, explain why. For example, if a quite distant relative has died,

this would not normally be expected to have a major impact – however, if that person was your main caregiver when you were young, you should explain that.

- Keep your language clear. While it's important to explain that an event has affected you, avoid very emotional or confrontational language. So, say “I felt very upset about what [name] said about my work, because I felt it was not justified [explain why]” rather than “I was completely devastated by [name]’s completely unprofessional, vicious and unprovoked attack on my work”
- Back up your statement with supporting evidence. What is needed will depend on what your statement is about. For example, you might include:
  - medical certificates to show you were unwell at a specific time copies of emails showing that you tried to arrange meetings with a lecturer but were unable to do so
  - confirmation that you have been receiving counselling support
  - a death certificate and/or funeral order of service
  - flight details to show disrupted travel or visits to see family abroad.

**When you have finished, why not come in to see an Advice Worker who can review it for you and make sure you have included all the essential details?**

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