

providing supporting evidence

These tips will help you to provide supporting evidence for an appeal, complaint or report of extenuating circumstances.

how to write an effective statement

In your appeal, complaint or Extenuating Circumstance report 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.

It can sometimes be difficult to fit everything in the space provided in forms. If so, write a separate document add a cross reference in your form. For example in section 5 of an academic appeal write "See attached statement". When reporting ECs online, you will also need to email supporting evidence to your Hub.

If you're not sure what procedure or form to use, get in touch with us.

- Explain what has happened/the reason for your appeal/complaint/report 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 [year], after my exams had finished..."
- It usually helps to set out information in chronological order.
- If you are providing a separate statement and it 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 evidence 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, so if that person was particularly important in your life, explain why. This might be if no close relatives were able to look after you when you were young, or they offered support when other family did not.
- Keep your language clear and calm. It is important to explain how an event has affected you, but try to 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”

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Back up your statement with supporting evidence. What is needed will depend on what your case is about. For example, you might include:

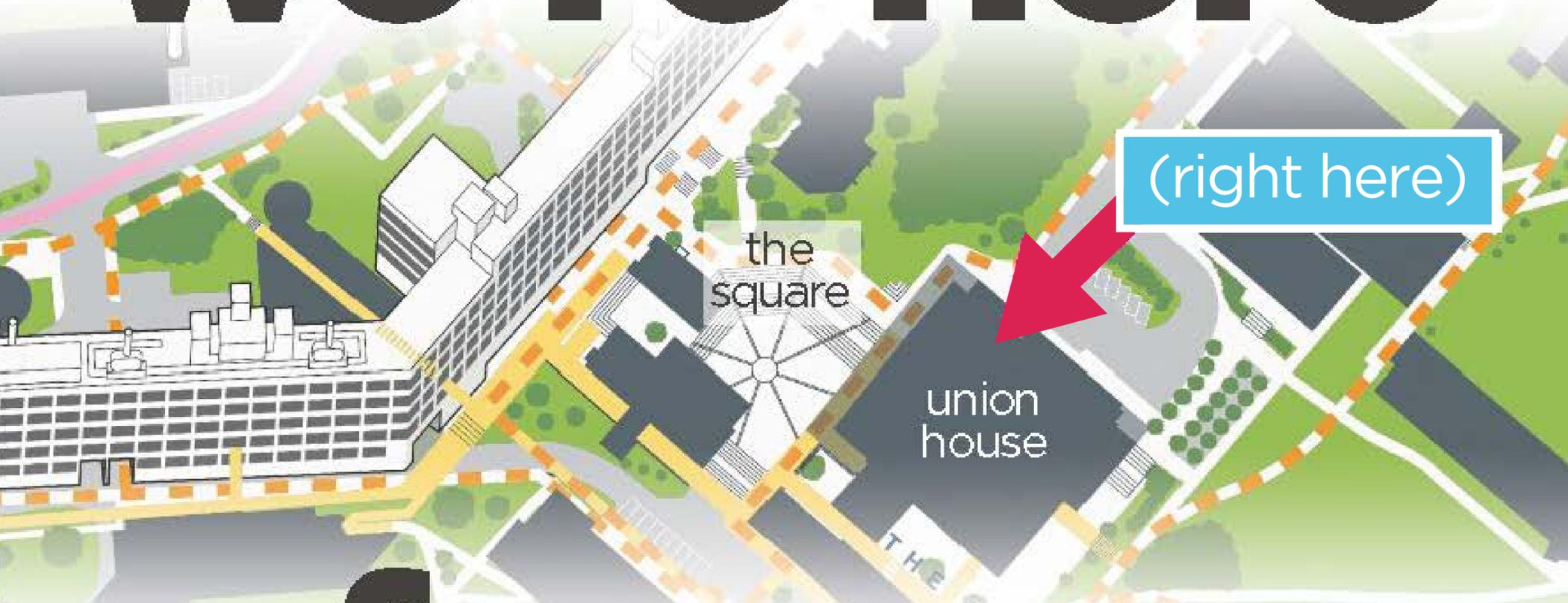
- medical certificates to show you were unwell at a specific time
- copies of emails showing that you tried to arrange meetings with a lecturer but were unable to do so
- confirmation that you have been receiving counselling support
- a death certificate and/or funeral order of service
- flight details to show disrupted travel or visits to see family abroad.

tips for supporting evidence

- in the case of physical or mental ill health, wherever possible, provide independent third party evidence from a qualified professional person (eg GP, counsellor) . Without this, your request or appeal may be rejected.
- medical certificates and other evidence need to show you were unwell at the specific time of an assessment
- if you have a long term condition, you will need to show that it got worse at the time of your assessment
- evidence from other people - such as friends or family - may be less compelling than professional evidence. Any statements should be signed, dated and include their contact detail and an explanation of their relationship with you.
- evidence from friends and family should focus on their direct knowledge of the situation, for example, what they talked to you about and what they observed about you and your behaviour
- audio recordings will not normally be accepted as evidence
- some personal and/or sensitive issues can be difficult to provide evidence about. Talk to us about what you can do about providing evidence.

When you have finished, why not pop in to see us or send it in to us and ask for an Advice Worker to review it for you and make sure you have included all the essential details?

we're here



for you

With

free, confidential, impartial advice

mon - fri 10.00 - 16.00, 01603593463
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we've got your back