

# Student Debtor Policy

## Appeals Process

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In line with the Student Debtor Policy introduced by UCC in 2011, UCC undertook to implement an appeals process by which the students could appeal any decision to apply a late penalty fee to their fee account.

The following process is proposed:

- All students should be permitted to submit an appeal in writing for all late charges raised in their accounts under the terms of the Student Debtor Policy.
- An Appeals Group will be established with the following Terms of Reference:
  1. To assess the appeals received from students by consideration of mitigating circumstances detailed in the appeal letter such as bereavement, illness, family breakdown. Documentary evidence to support the mitigating circumstances must be included with the appeal letter.
  2. To review and decide on all appeals submitted;
  3. To advise each student in writing of the decision of the Appeals Group.
- The membership of this Appeals Group will be the UCC Finance Officer; UCC Head of Management Accounting and the Student's Union President or his/her nominee.
- The quorum for a meeting shall be two of which 1 member in attendance has to be the Student's Union President or his/her nominee.
- All meetings will be minuted and decisions documented.
- The decision of the Appeals Committee is final.
- Any income collected through the application of late charges will be used to support a Student Hardship Fund.
- Appeals and supporting documentation must be submitted within one month of date of confirmation by UCC Fees Office that a late fee has been levied on the student's fee account.