

Exceptional Circumstances

If you are appealing on the basis of exceptional circumstances, you must show that:

1. You had exceptional circumstances (and you have evidence of this) **AND**;
2. **That you had good reason for not submitting an exceptional circumstances claim form with evidence at the appropriate time, AND**
3. That those circumstances had an impact on the decision against which you are appealing.

Questions on the form about your appeal:

Please list your exceptional circumstances here

Set out here the nature of the circumstances, for example, your illness and symptoms and how these affected your ability to work, or the loss of a close relative, or a difficult family situation and how it affected you.

If you are appealing against a decision by an Exceptional Circumstances Committee tell us when you submitted the claim to the EC and when the decision was made. For example: "I submitted a claim on 1 May and received a rejection on 6 May."

Which assessments were affected? Name specific assessments with their dates.

You should make clear which assessments were affected, for example, 'I was unable to take the Social Policy Exams 1 and II (first attempt), on 25 May 2018, because I was in hospital'. *Make sure you are clear which attempt at the assessment you are referring to, i.e. the first attempt, or the resit, or both, and provide dates for each. If you miss out an assessment, it may not be considered for a remedy if your appeal is upheld.*

Why did you not submit an exceptional circumstances claim in relation to these circumstances within one week of your assessment deadlines?

This is a very important question. For guidance about answering it, see the separate guidance document:

[Reasons for late submission](#)

Do you have supporting evidence for your appeal?

Appeals are very rarely upheld without supporting evidence. You can upload your supporting evidence with your appeal form, and/or submit evidence later.

What supporting evidence should I provide?

It is not possible to anticipate every circumstance that students may be affected by or every kind of relevant evidence, but broadly speaking you should provide evidence which is:

- **Relevant** to the circumstance e.g. bereavement should be supported by a death certificate, illness supported by a letter from a doctor, and crime against you by a police report & incident number.
- **Contemporaneous** with the circumstances, e.g. evidence from a doctor which is either written at the time of your circumstances or which indicates that the doctor saw you at the time of your circumstances.
- **From an official source** such as a hospital, doctor's surgery, therapist, employer.
- **From an independent source** (i.e. not from a relative or a friend). Whilst you can submit evidence from friends or relatives if you wish, this is useful only to provide context, and is not considered to be independent third-party evidence, given the close links between the author of the evidence and you.
- Clear that the circumstances resulted in medical, psychological or other difficulties, which had a **serious impact on your ability to study**. This is most relevant where you cite circumstances which would not normally be accepted, such as a relationship breakdown, or where the circumstances relate to someone else, such as the illness of a relative or friend.

Evidence of good reason for failure to submit a claim on time

The evidence you submit with your appeal should, if at all possible, demonstrate that you could not have submitted an exceptional circumstances claim at the appropriate time. If the evidence can address this directly that would be ideal - or if not, it could make some reference to your ability to address your academic studies or some other related issue. If in doubt about this, contact asc@yusu.org (for undergraduates) or advice@yorkgsa.org (for postgraduates).

If you do not have good reason for failing to submit a claim at the appropriate time, it is highly unlikely that your appeal will be upheld. You may therefore wish to consider whether or not you still wish to continue with the appeal process.

Appealing a decision of an ECC

If you are appealing the decision of an Exceptional Circumstances Committee, read the [Guidance for appealing an ECC decision](#)

Advice and support

If you are unsure what evidence might be appropriate you may contact YUSU (undergraduate students) or the GSA (postgraduate students). YUSU can be contacted at asc@yusu.org. The GSA can be contacted at advice@yorkgsa.org. The Special Cases team can also both be contacted by emailing appeals@york.ac.uk.

Evidence about a third party

If you intend to submit evidence about a third party, e.g. a friend or relative's ill health or personal circumstances, **you must ensure you have their permission to share their data before submitting it as part of your appeal**. We strongly recommend you submit evidence about the impact on you instead - e.g. a GP letter explaining that a relative's ill health caused you health problems, since the appeals process is concerned with your own circumstances and how they affect your ability to study.

Submitting your evidence

To submit evidence, select the appropriate button(s) on the form. A box will open where you can list each item of evidence that you are submitting and when you intend to submit it. If you intend to provide some or all evidence later, explain when you will be providing it in this box. If you intend to provide evidence later, your appeal will be placed on hold whilst we wait for you to provide it.

Do not upload your evidence until you are completely ready to submit your form. If you click "Save and Resume later" any evidence you have uploaded will be deleted.

It is your responsibility to obtain the evidence – this will not be done for you by the University.

- You will not be chased for evidence if you fail to provide it;
- If you do not provide evidence with your appeal and do not explain why, your appeal will be rejected;
- Evidence must be submitted in English, or with an official English translation. If you cannot secure a translation within the 28 day appeal deadline, submit the evidence with the appeal and explain that the translation will be submitted by an estimated date.

Further guidance

Further guidance on evidence can be found in the University's Exceptional Circumstances Procedures, under section 23.2. The Exceptional Circumstances Procedures can be accessed on the University webpages in the *Guide to Assessment, Standards, Marking and Feedback*, available to view at <http://www.york.ac.uk/about/departments/support-and-admin/registry-services/guide/>

Is your appeal on time?

If you are submitting your appeal more than 28 days after the decision, you should use this box to explain why.

What remedy are you seeking?

Use this box to say what you would like the outcome of your appeal to be. You should note that even if your appeal is upheld it will not always be possible to provide you with the outcome you seek.