

Personal Details

First Name: Steven

Surname: Condra

Address:

County:

Date of birth:

SUSI Application No:

Phone/Mobile No:

Email:



Appeal Extension Request

Received within 30 days: YES

Date of Decision Letter: 15/09/2025

Course Details

New or Renewal?: New

Academic Year: 2025-2026

College / Institution Type: Universities

Institution:

Official Title of Course: BSc (Hons) in Computer Science (Common Entry)

Course Level: Undergraduate

NFQL: NFQ Level 8

Course Length: 4 Years

Course Year: 1st Year

Year of Appeal: 2025 - 2026

Ground of Appeal

Primary Reason: Exceptional Circumstances

Secondary Reasons: N/A

More Details: I wish to appeal on the grounds of exceptional circumstances, as I believe SUSI have treated me unfairly.

The main reason I have been refused support is that I was homeless during 2023 and therefore did not have a utility bill or similar proof in my name. This was entirely outside of my control. I should not be penalised for my period of homelessness, which was a very difficult time in my life. It is unreasonable to expect someone in that position to provide documentation that simply does not

exist.

In addition, SUSI issued a letter dated 3rd September requiring documentation by 17th September. I did not receive this letter until the 8th of September, which left me with very little time to gather the requested paperwork. On the 8th or 9th I contacted SUSI by phone to request a short extension, explaining the circumstances. Instead of allowing the original deadline to run its course or granting additional time, SUSI issued a refusal letter on the 15th of September — two days before the deadline even expired.

I am now in my third year of trying to access higher education with grant support. My efforts have been repeatedly frustrated, not because of a lack of commitment or ability, but because of circumstances such as homelessness and SUSI's inflexibility in applying deadlines. I am determined to pursue my studies and build a better future, but I need a fair opportunity and recognition of the exceptional circumstances I have faced.

I am not sure what documentation to give you so could you please let me know what else I can give you.

Kind regards
Steven Condra

Documentation

2024-10-22_aem.pdf
2025-09-15_appealletter.pdf
setu2025.jpg
1000018939.jpg
1000018940.jpg