

Damage Appeals

Summary/Purpose: This policy explains the appeal procedure students must use to request a refund on charges placed on their Bursar's account for damage-related reasons.

Damage appeals are investigated and reviewed on an ongoing basis by at least two members of the Residence Life staff. Common-area damage charges cannot be appealed unless extenuating circumstances exist or the identity of the person(s) responsible is established.

Residents who wish to appeal charges placed on their student account may write a formal letter of appeal:

**Damage Appeals Process c/o Student Housing and Residence Life P.O. Box 1848
University, MS 38677-1848.**

Damage appeals are investigated and reviewed on an ongoing basis by at least two members of the Residence Life staff. Common-area damage charges cannot be appealed unless extenuating circumstances exist.

The appeal letter must contain the following information:

- Full name
- I.D. number
- Residence hall and room number
- Mailing address
- E-mail address
- Best contact telephone number (home, hall, or cellular)
- Explanation of grounds for appeal
- Documentation, if appropriate

All appeals must be received within 30 days of the initial billing or within 15 days of receipt of the student's first account statement reflecting the charges from the Office of the Bursar. All decisions made by the Department of Student Housing and Residence Life staff are final.