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.

When a resident agrees to occupy a space in the residence halls, he or she also agrees to follow all University policies. This includes but is not limited to accepting responsibility for fines resulting from policy or procedural violations and damages to the resident’s room, floor, or building.

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

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, and there is no further avenue of appeal. Please note that a request for release from financial obligations will not automatically be granted. Granted appeals are unique exceptions whose circumstances warrant special consideration. It is in the resident's best interest not to ignore or avoid payments to the Office of Bursar prior to receiving an official decision from the Residence Life staff.