**Hints to help make a mitigating circumstance claim.**

Since the Counselling Service is not able to provide supporting evidence for an MC claim to those students who we are not working with in an ongoing way we are offering some suggestions that may help towards submitting a claim that has a chance of being successful.

In order for an MC claim to have the possibility of being successful there are number of things that are important to do.

1. Check with your registry as to the date by which a claim must be submitted.
2. Ensure that all the details entered on the MC claim form are correct. This may mean double-checking even though you may feel under a lot of pressure to submit. The claim is now submitted electronically and you need to go to your [e-vision portal](e-vision%20portal) to access the claim form
3. You will need supporting evidence for the reason that you were unable to submit academic work on time or to sit an exam. The possible types of evidence can be various. If you have suffered a bereavement, for example, both evidence of the death and a confirmation from a GP or other doctor that your state of mind was such that you were unable to prepare or complete the work would be useful. Any evidence from a GP or other doctor confirming a diagnosis such as depression or anxiety, possibly including stating any relevant prescription details again can prove useful. If you had accommodation problems you may need evidence of say eviction or termination of tenancy. You need to think where you can access evidence for the particular circumstance that has arisen.
4. **NB** – In any evidence that you submit it must be clear that the dates of the circumstances must tally with the dates that the work was being undertaken and submitted. Therefore, if a GP writes that you generally suffer from depression this may not be accepted as valid evidence. You need to ask the GP or other doctor to include the dates when the condition, physical or mental, was occurring and those dates have to coincide with the work or exams.
5. If you submit a claim and it is refused check if you have omitted to take account of the above advice. You can get help from the Students Union welfare advisor who can help you query a failed claim.

Other sources of help and advice.

[Mitigating Circumstance User Manual](Mitigating%20Circumstance%20User%20Manual)

[Mitigating Circumstance web page](Mitigating%20Circumstance%20web%20page)