

Grants Appeals Procedure

Customers First

Ards and North Down Borough Council is committed to providing high quality and good value services, including a range of grant aid that address the needs of our customers and/or criteria laid down by sponsoring Departments or agencies.

When you are dissatisfied with the outcome of a grant application

We endeavour to serve applicants as fairly and consistently as possible but sometimes applicants are not satisfied with the outcome of a grants assessment process. When you are not satisfied please let us know. We welcome your views as an opportunity to improve our grants processes and the quality of service we offer to customers.

How to request an appeal

In person: The quickest way to request an appeal is to contact the responsible officer in person. The responsible officer's name and contact details will be detailed in the grant application form, which you completed.

In writing: You may wish to request an appeal in writing. Please contact the responsible officer either by email or in writing. The responsible officer's name and contact details will be detailed in the grant application form, which you completed.

By phone: Call us on 0300 013 3333 and speak to the responsible officer.

Online: go to www.ardsandnorthdown.gov.uk

Assistance: If you need assistance or feel you are unable to complain yourself, then someone, a friend, relative, colleague may contact the council on your behalf.

Please let us know your grounds for an appeal, if for example you think:

- we have failed to follow due process
- the outcome of the assessment process was unreasonable

What happens next?

The appeals process is a two stage process. Applicants can only request a formal appeal following feedback from stage 1.

Stage 1 – Feedback

Applicants will be advised of the appeals procedure at the application stage. The two stage process opens once organisations or individuals have been notified of the outcome of their application.

A request for feedback must be lodged with the responsible officer, within three weeks of notification of the outcome of your application.

The responsible officer will provide you with feedback on your application and resulting assessment process. This is normally carried out either by phone or in person, within two weeks of submitting a request. The purpose of this first stage is to provide applicants with constructive feedback on their application, identify how the application can be improved for future reference and explain the assessment process.

Stage 2 – Formal Appeal

If you are still dissatisfied you may write to the relevant Head of Service, requesting a formal appeal. Requests for a formal appeal must be received within three weeks of receiving stage 1 informal feedback.

The formal appeal must clearly state the grounds for an appeal. The Head of Service will convene an independent assessment panel, from those on the original panel, to re-score the application against the set criteria. This second stage appeal is normally carried out within two weeks of receiving a formal request for an appeal. No new information, other than the information contained within the original application will be considered by the independent panel. The appeals panel will consider each appeal and will review the decision of the original grant assessment panel. If the panel feel that the appeal is upheld they will adjust the results awarded.

The decision of the independent appeals panel is final and binding.

What we expect from our customers

We are committed to provide a high quality service that meets the needs of our customers. In return, we expect certain standards of our customers:

- we expect our customers to treat our staff with the respect that they themselves would wish to receive
- we do not expect our customers to physically or verbally abuse any of our staff

- we expect all our customers to co-operate with any reasonable instructions or requests from our staff.

This information will be made available in a range of formats on request. Please contact us with your requirements.