

CUMBRIA COMMUNITY FOUNDATION

COMPLAINTS, RECONSIDERATION AND APPEALS PROCEDURE FOR GRANT MAKING

1. RECONSIDERATION AND APPEALS PROCEDURE

Applications for grants are considered by one of the Foundation's Grants Committees. The members of those committees in making their decisions have to consider the criteria for fund(s) from which funding is being sought, the availability of funds and the comparative merits of applications to be considered. The Foundation is also bound by the Charities Act 2006. This imposes legal constraints on the kinds of grants which charities can make. The Committee also takes account of matters specific to each individual application (such as, for example, whether an applicant organisation has a proper constitution, or whether there is a need in a particular area for a certain kind of activity.)

You will be informed in writing of the outcome of your application. If your application has been refused, you will receive in writing, the Committee's reasons for its decision.

It is inevitable that not all applications will be successful. If your application has been refused, you may well be disappointed. Unfortunately due to limited funding available we are unable to support many worthy and valuable projects.

If you believe that the Committee has made a factual mistake in considering your application, or fresh information which supports it has become available and was not known to you at the time of your application, you may apply for **RECONSIDERATION**.

If you believe that the Committee's decision is wrong in principle or that it failed to take due account of the information then before it, you may **APPEAL** against the decision to the CCF Trustees.

Applications both for reconsideration and appeals must be made in writing. They must set out in full the grounds for the reconsideration or appeal and must be received in the CCF office no later than 14 days after the date of the letter of refusal.

Reconsiderations will be considered at the next Grants Committee meeting. Appeals will be considered by a panel of trustees who were not involved in the making of the decision appealed against. The panel will meet within two months of the date of your appeal. You will be notified of the date, time, and venue of the meeting and will have the right to attend and put your case. The chairman of the Grants Committee will also have the right to attend and explain the reasons for the Committee's decision, but will not take part in the decision on your appeal.

You will be notified of the decision on your application with full reasons in writing within 21 days of either the reconsideration or the appeal.

2. COMPLAINTS

The Community Foundation aims to maintain the highest standards of customer care. Staff, trustees and volunteers are ambassadors for the organisation and we expect that donors, applicant groups and members of the public should be treated fairly, courteously and without prejudice.

If you have a complaint about the way in which you have been treated in your contact with CCF, which cannot be resolved informally with the person concerned or their line manager, your complaint should follow our formal Complaints Procedure which is available on our website.