## Complaint procedure for project selection

As stipulated in section 4.4 of the programme manual, the complaint procedure is in two steps:

**Step 1: Clarification request**

The lead applicant addresses questions about or raise objection against the results of the assessment process to the joint secretariat. These requests have to be made within three weeks after the official notification of the non-selection of the project. The joint secretariat examines and answers the questions to help solve potential problems in an amicable manner.

### Step 2: Complaint

The project is not satisfied with the clarification provided by the programme and considers that procedures were not respected. The lead applicant submits a formal complaint within two weeks after receiving the joint secretariat’s clarifications

**Treatment of the complaint**

The complaint panel consist of

* Past, present and future chairs of the MC,
* The MA/JS

The JS checks whether the complaint was submitted on time. If this is not the case, the JS informs the panel that a complaint was received but that it was rejected. After this information, the JS writes back to the person who made the complaint and inform him/her accordingly.

If the complaint was submitted on time, the JS informs the panel about the details of the complaint within one week of its submission by providing the following information:

* The complaint form submitted by the lead applicant,
* The JS clarification sent to the lead applicant following the first step of the complaint procedure,
* If applicable, other relevant documents for the case (e.g., application form, declaration).

The panel has then three weeks to decide on the case. All members (4 in total) have one vote and decision is taken with simple majority. If no majority is reached, the case is referred back to the Monitoring Committee for decision. Three options are possible for the panel decision: rejection, acceptation or request for MC decision.

The decision of the panel and its justification is documented in the complaint decision template (see annex 1 to the present document). Should the complaint panel decide to bring the complaint before the MC, this could be done either at the next MC meeting or through a written procedure in order not to delay the process.

After the decision is taken, the joint secretariat notifies the lead applicant who launched the complaint about the decision and its justification. Depending on the consequence of this decision, other projects having faced a similar case may also have to be contacted, in order to ensure equal treatment.

## Annex 1: Complaint decision template

|  |  |
| --- | --- |
| General Information | |
| Project name |  |
| Reference number |  |
| Lead partner |  |
| Contact name |  |
| Email |  |
| Phone |  |
| Call number |  |
| Date of complaint |  |

**The panel members below have voted to:**

|  |  |  |  |
| --- | --- | --- | --- |
|  | **Reject the complaint** | **Accept the complaint** | **Refer the complaint back to the Monitoring Committee** |
| Previous Chair |  |  |  |
| Current Chair |  |  |  |
| Future Chair |  |  |  |
| Managing Authority |  |  |  |
| **TOTAL** |  |  |  |

**Conclusion:**

**Justification of the decision** (to be included in the notification to the lead applicant):

**Date of decision:**