



### **Appeals process for Carbon Grant Reduction grant applicants.**

Every decision to assess and approve a Carbon Reduction Grant application is made by a competent staff member from Action Renewables following an assessment of an application. An assessment brings all the application details, income verification and bank statements in summary for consideration by one of our staff.

Once a decision has been made by one of our staff, we aim to send grant offer number or rejection letters to applicants within five (5) working days. If your application is successful, we will outline the process to receive your grant and let you know if there are any conditions to the grant might require. If your application is unsuccessful, we will tell you why. Depending on the rejection reason, you may be able to apply for funding for a different grant however you must not reapply for the same grant unless your rejection letter specifically says so.

### **Making a complaint or appeal**

The following appeals process applies if you believe that you or your application have not been afforded the correct, fair, or due process, and have been rejected because of this.

1. If you feel you have been treated unfairly and you perceive that we have failed to take account of any information submitted with your application or have based our assessment on inaccurate information, you should appeal in writing (email is acceptable) to the Lana Moore, Senior Project Manager.
2. You must include evidence to support your appeal that you have been treated unfairly, that you or your application have not received a fair judgement, or that appropriate processes or assessments have not been followed.
3. Please note, you cannot appeal just because you do not like or do not agree with the decision by Action Renewables.
4. We will aim to respond to your email within 10 working days of receiving it and any supplementary data requested from the Senior Project Manager.
5. If necessary, the application may be referred to the original decision maker who declined the application.
6. If, following this process, the application is still declined then you can appeal in writing to the Head of Projects who will review the complaint and the decision taken.
7. If the complaint is about an employee of Action Renewables, please refer to our policy on whistleblowing, which provides the procedures to follow to ensure that you feel safe to make your case.
8. The Head of Projects may request any/all correspondence or additional information to review the complaint and will provide a response within 4 weeks of the submitted complaint.
9. Please note that if, following this process, the application is still declined then there is no further right to appeal.



Although you are not expected to prove beyond doubt that the reason for your complaint is valid, you will need to demonstrate that there are reasonable grounds for your concern.

To make an appeal or complaint about a decision, please contact us on [grants@actionrenewables.co.uk](mailto:grants@actionrenewables.co.uk) and clearly mark the correspondence subject as APPEAL.