

Complaints and Appeals procedure

Complaints

What is a complaint?

We define a complaint as dissatisfaction with the service you have received from the UK National Agency or from an organisation that has received European Solidarity Corps funding. If your complaint is about an organisation that has received the Corps funding, you are advised to exhaust the funded organisation's complaint procedure before submitting a complaint to the UK National Agency.

How to complain?

You should submit a complaint in writing using the [Corps complaints form](#). Please download the form and save it to your computer before completing it, then email your form, with the subject 'Complaint', to Ecorys UK at esusolidaritycorps@ecorys.com.

Who will deal with your complaint?

Whoever receives your complaint, we will ensure it is directed to the relevant staff member to investigate and respond within the timescales detailed below.

What happens next?

We aim to acknowledge receipt of your complaint within one working day and to provide you with a full response within 10 working days. In more complex cases, it may take longer than this to respond, but we will keep you updated on progress.

Appeals

What is an appeal?

An appeal is defined as a request for a review of a decision taken by the UK National Agency that you feel has not followed procedures on the scoring and/or feedback of an unsuccessful application, or the calculation of a final grant amount. Please be advised that you may only appeal if you believe the UK National Agency has not followed the correct procedures as set out in the relevant Commission Call for Proposals or in the UK National Agency's own published guidance.

When is an appeal actually a complaint?

If an appeal documents non-specific evidence or notes dissatisfaction with the outcome of an application round or final report assessment, this will be treated as a complaint, not as an appeal, and will be processed accordingly.

Who can make an appeal?

Appeals can be made by **applicants** (the legal representative or the contact person mentioned in the application form) or by **beneficiaries** (the contact person or the legal signatory linked to a project) who feel that they have been adversely affected by the UK National Agency's decision. Please note that we will **not consider** any appeals submitted on behalf of the organisation by third parties i.e. bid writers, etc.

How to appeal and when?

You should submit an appeal in writing using the [Corps appeals form](#). Please download the form and save it to your computer before completing it, then email your form, with the subject 'Appeal', to Ecorys UK at eusolidaritycorps@ecorys.com. This should be done within the following timescales:

- For appeals relating to European Solidarity Corps application being made ineligible, appeal forms must be submitted within 10 calendar days of the decision being communicated.
- For appeals relating to any other decisions made by the UK National Agency, appeal forms must be submitted within 30 calendar days of the decision being communicated to you.

You can only appeal once per application or project at each stage of the process i.e. application and final report. If your project has been on a reserve list post-application, we will not give you a further opportunity to appeal.

Who will deal with your appeal?

A member of the European Solidarity Corps team will ensure it is directed to the relevant staff member to investigate and respond within the timescales detailed below.

What happens next?

We will always give you notification of the appeals timescale when communicating a decision. We aim to acknowledge the receipt of your appeal within 3 working days. Appeals will be dealt with according to a process operating under a summary of principles informed by the European Commission's Guide for National Agencies implementing European Solidarity Corps.

We aim to reply fully to you with the appeal decision, in writing, within 10 working days of the acknowledgement. Appeals that are more complex may take longer than this to respond, but we will keep you updated on the progress.