

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 eusolidaritycorps@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 where you can demonstrate published procedures on the scoring and/ or feedback of an unsuccessful application have not been followed, or an administrative error has been made in the calculation of a final grant amount.

You can only appeal once per application or project at each stage of the process i.e. application and final report.

How to appeal

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.

Who will deal with your appeal?

Whoever receives your appeal, 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 appeal 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.

