

APPEALS PROCEDURE

CRT has developed policies, priorities and procedures for assessment and grant management to ensure the funds available are distributed to eligible activities which will have real and lasting impact on coalfield communities. If you believe that any aspect of your application has been misunderstood or misrepresented by anyone in the organisation you can appeal and the process and decision will be reviewed.

What to do if you wish to appeal:

If you intend to appeal against a decision, you must write within one calendar month of the date on the letter informing you of our decision. Your letter should be addressed to the Grants Manager.

In your appeal letter you should clearly detail the following information:

- The Unique Reference Number (URN), this should be on our correspondence to you.
- The grounds for the appeal, what information you believe has been misunderstood and/or misinterpreted and any evidence to support your appeal. Please detail each point of appeal clearly and refer to the reason your application or request was rejected as explained in the rejection reasons letter.

Please note this is not an opportunity to include information, and/or evidence which should have been previously presented as part of the application.

What you can expect:

1. We will acknowledge receipt of your letter within five working days.
2. Your appeal letter will be presented to a member of our Senior Management Team (SMT) who will appoint an appropriate person to investigate your appeal. This will be someone who has not previously dealt with the application.
3. You will be contacted by the appointed person to discuss your appeal. The appeal investigator will review all the procedures followed in relation to the decision and interview the staff involved.
4. An appeal report will be presented to the relevant Grants Committee and to the Board of Trustees who will decide on the outcome.
5. You will receive written confirmation of the outcome and any action that maybe taken as a result of your appeal within six working days of the appropriate Board meeting minutes becoming available.