



**Building a Greener Economic Environment**

## **CNVP Internal Policy for Complaints Related to Grantee Selection**

The following policy was approved by the Executive Board of the CNVP Foundation.

### **1. Purpose**

The purpose of this policy document is for managing and handling complaints regarding the sub-grantee processes that CNVP is implementing across the Balkans, ensuring transparency to all interested parties and enabling applicants to be heard and valued.

### **2. Scope**

This policy applies to all sub-grantee components containing application and selection processes conducted by CNVP. It covers complaints from all matters pertaining to the application and its outcome.

### **3. Definitions**

- **Complaint:** A formal expression of dissatisfaction or concern regarding the application process, access to information before submitting the application, grantee selection process, criteria applied, or the outcome.
- **Applicant:** An individual or organisation that submits an application for funding based on a call for application. .
- **Evaluation Committee:** A formal body established by CNVP consisted of an odd number of evaluators responsible for managing the application and evaluation processes, as well as dealing with formal responses to potential complaints .
- **Complaint Officer:** A CNVP staff member, appointed by management prior to the selection process, responsible for receiving and registering complaints, conducting the preliminary eligibility review, and coordinating the complaint-handling process.

### **4. Eligibility for Complaints**

#### **Eligible complaints**

- Concerns regarding the application's own outcome
- Concerns regarding the required documents during the application process
- Concerns regarding access to information during the application process
- Any other concern that deals with the applicant's scope

#### **Ineligible Complaints**

- Complaints submitted more than 30 calendar days after the selection outcome is announced;
- Complaints about other applicants
- Complaints attempting to challenge the general outcome.
- Complaints with no specific reason or arguments connected to the applicant's failure.
- Prejudices and insult content complaints



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## **5. Complaint Process**

- Complaints can be submitted via email to the email address where the applicant submitted his application.
- All complaints will be registered in a table and kept in the folder of the associated call for application.
- **Required complaint details:** complaints should include:
  - Applicant's name and application reference number (if applicable).
  - A clear description of the issue, including specific details and arguments (e.g., dates, criteria in question).
  - Supporting evidence, if available (e.g., correspondence, application documents).

### **5.a Preliminary Eligibility Review**

The first step after a complaint is received, a designated Complaints Officer from CNVP will conduct an initial review to confirm the eligibility of the complaint.

This step will verify whether the complaint falls within the scope of eligible issues listed above.

- Complaints considered ineligible at this stage will be rejected with a written explanation within 5 working days of receipt, and the complainant will be informed.

### **5b. Complaints review**

- When the complaint is valued eligible by the designated official, the applicant is informed within 5 working days that the complaint will be further reviewed by the evaluation committee.
- In the next step, the complaint goes to the evaluation committee for processing;
- The evaluation committee will assess the complaint by conducting a detailed review within 15 working days. This process involves reviewing related documents and contacting relevant parties for clarification (as per need).
- After the complaint has been reviewed, the evaluation committee drafts the formal response.

## **6. Response and Resolution**

- If the complaint is sustained, appropriate measures from the evaluation commission will be proposed and communicated afterwards through the complaint officer.
- If the complaint is not sustained, the answer will be in accordance with arguments.
- In both of the above cases, the formal answer from the committee will be communicated to the complainant by the complaint officer within 20 working days after it's been received.
- If the complainant is not satisfied with the answer, no other measures are envisaged from CNVP. Anyhow, the appeal of the complainant will be recorded appropriately in the file (drive) of that call.



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## **7. Confidentiality and non-retaliation**

All complaints will be treated with confidentiality. Retaliation against any individual who submits a complaint is strongly forbidden.

## **8. Monitoring and Reporting**

- Complaints, preliminary review results, commission reports, and final decisions will be stored safely in associated CNVP's project files (in the drive and/or backup in physical copy) with selection records and kept for at least 5 years as a record.
- Notes from the evaluation committee's meeting will be saved and properly filed too.