

## **Atsain complaints procedure**

We strive for the Atsain Fund to be fair and efficient. Please let us know if we don't reach these standards.

You can raise a concern about a current application for funding or an alleged breach of the terms and conditions of our grant.

**You cannot use the complaints procedure to appeal against our decision on giving a grant if we have followed our decision-making process correctly. We can only look at your application again if we did not follow our published procedures for assessing your application, or you can show that we have misunderstood or not taken account of relevant information in your application.**

If you wish to make a complaint please contact us within three months of the action or decision to which the complaint refers.

Please email us with the following information

- What the complaint is about
- When it happened
- Who originally dealt with the matter
- What you would like to happen to remedy the situation

We will get in touch asap and let you know how we will process your complaint and we aim to reply to your complaint within ten days. We may arrange a meeting to discuss your complaint in more detail. We will contact you to let you know how we intend to put things right, and how to prevent a similar situation in future.

If we find that your complaint about a funding decision is justified, we will hold another panel meeting with a different membership, chaired by the Chair of Anthem, in order to reassess your application. We will aim to hold this panel meeting within one month of receiving your complaint and will inform you of the decision as soon as possible after this. The decision of the second panel will be final.