



European Union
European Structural
and Investment Funds

Complaints procedure

For the Growth Programme Board, the Local Enterprise Partnerships area European Structural and Investment Funds sub-committees and national sub-committees

July 2016

Scope: what is covered by this complaints procedure?

This complaints procedure covers the Growth Programme Board (GPB); the GPB national policy and operational sub-committees; and the Local Enterprise Partnerships (LEP) area European Structural and Investment (ESI) Funds sub-committees. It meets the requirements of Article 74 of the EU Common Provisions Regulation no. 1303/2013.

Complaints will be considered where the Growth Programme Board or its sub-committees have failed to meet or acted outside:

- their respective Terms of Reference
- their operating protocols in relation to the Code of Conduct and Register of interests

Scope: what is not covered by this complaints procedure?

Complaints about:

- the Department for Communities and Local Government (DCLG) as Managing Authority for the European Regional Development Fund;
- the Department for Work and Pensions (DWP) as Managing Authority for the European Social Fund; or
- the Department for Environment, Food and Rural Affairs (Defra) as Managing Authority for the European Agricultural Fund for Rural Development and the European Maritime and Fisheries Fund will be managed through those departments' individual complaints procedures.

How your complaint will be managed

Complaints should, in the first instance, be brought to the attention of the secretary, Chair or deputy Chair of the relevant committee. We will try to resolve the issue fairly and quickly. If something has gone wrong, we will try to put it right.

However, if it would be appropriate, or becomes necessary, to deal with a complaint formally, this procedure will seek a resolution in two stages.

Growth Programme Board

Stage 1 – your complaint should be addressed to the Chair or deputy Chair of the Growth Programme Board and submitted in writing to the Board’s secretariat at

ESIFPMC@communities.gsi.gov.uk

Your complaint will be acknowledged and we will aim to respond to your complaint within 15 working days.

The Chair or deputy Chair will ask the secretariat to investigate the complaint and make a recommendation how it might be resolved.

The Chair or deputy Chair will inform all GPB members of the complaint, the secretariats’ recommendation and resolution.

Stage 2 – if you are not satisfied with the outcome of stage 1, or it would be inappropriate for the Chair or deputy Chair to remit the complaint to the secretariat for investigation, the Growth Programme Board may establish a sub-committee and task it with responsibility for considering the complaint. In line with the Nolan principles, the GPB will ensure that no person who is the subject of the complaint is involved with making a decision on the outcome of a complaint.

The sub-committee or working group will report its findings and recommendation for resolution to the Chair. They will aim to respond to your complaint within 15 working days, but will contact you if it is expected to take longer.

National or LEP area sub-committees

If the complaint is with regard to a LEP area ESI Funds sub-committee or National Sub-Committee:

Stage 1 – your complaint should be sent to the LEP area ESI Funds sub-committee or National Sub-Committee. They will aim to respond to your complaint within 15 working days

Stage 2 – if you are not satisfied with the outcome of stage 1, your complaint can be escalated to the Growth Programme Board via the Board’s secretariat.

Your original complaint; the National Sub-Committee or LEP area ESI Funds sub-committee’s response and your reasons for dissatisfaction should be addressed to the Chair and submitted in writing to the Board’s secretariat at

ESIFPMC@communities.gsi.gov.uk

The Board may remit your complaint to either the secretariat or a sub-committee for investigation and recommendation. The Chair or deputy Chair of the Growth Programme Board will write to you with their findings.

This stage 2 response by the Growth Programme Board to a sub-committee complaint will be considered final. No further correspondence will normally be entered into.