

COMPLAINTS PROCEDURE

Complaints can be made if an applicant believes that a technical or factual error has been made during the selection process or if the assessment of the application otherwise has been inconsistent with the guidelines.

Please be aware that an application can be rejected due to budget restrictions and prioritisations from the Selection Committee even though it has a high score in the assessment.

The complaint must be submitted to the Steering Committee of the New Democracy Fund. The complaint must include the full application, the decision, and supporting documents shared by the NDF Grant Management. Further, a written statement, detailing why the complaint has been filed must be disclosed to the Steering Committee.

The Steering Committee will assess the complaint in due course. If the Steering Committee decides that the complaint is valid, the application will undergo a revised assessment.

The Selection Committee will then decide, based on the revised assessment, if the application should be approved for support.

If you have any questions, please contact NDF Grant Management at support@newdemocracyfund.org.