

COMPLAINT MECHANISM

Decisions for financing taken by the Grants and Evaluation Team and not vetoed by the donors are final. Once this process is completed, KCSF will inform the unsuccessful applicants with the results of their application, including the total score, points per category and final ranking. Further information may be provided by KCSF only upon request, in the form of a summary of anonymized comments from members of the Grants and Evaluation Team.

A formal complaint may only be submitted in cases where unsuccessful applicants have strong reasons to believe that a specific document they submitted was excluded from the evaluation process, resulting in significantly lower scores in a particular category or overall. The formal complaint must be submitted using the official complaint template published on the KCSF website within two working days of the notification from KCSF.

The Executive Director of KCSF will establish an internal committee to assess whether the alleged omission actually occurred, based on the evidence submitted by the unsuccessful applicant and information traceable through KCSF's evaluation system. In case the internal committee confirms that the omission has occurred, the omitted document will be included in the dossier and the application will be re-evaluated by the GET, and the new score resulting from the re-evaluation will be including in the final rank of applicants

Co-financed: