



European Union
European Regional
Development Fund
Investing in your future



Special EU Programmes Body
Foras Um Chláir Speisialta An AE
Boord O Owre Ocht UE Projects

FORM 2: COMPLAINTS RELATING TO PROJECTS IN RECEIPT OF FUNDING

The SEUPB works with many projects and organisations who receive funding under the PEACE III and INTERREG IVA Programmes. As the Managing Authority for these Programmes, the SEUPB has a duty to ensure the proper and effective use of these funds. If you have a complaint relating to a project funded from either the current (2007-2013 funding period) or closing (2000-2006) PEACE or INTERREG Programmes, please complete the form below.

SECTION 1 – ABOUT YOU

Surname:

Mr/Mrs/Miss/Ms/Dr:

Forenames:

Address:

Postcode:

Email:

Telephone:

Home:

Mobile:

SECTION 2 – ABOUT YOUR COMPLAINT CONTINUED

2c How have the actions of this project/organisation affected you?

(Describe any injustice you may have suffered as a result of the project's/organisation's actions)

2d What remedy do you hope to achieve as a result of your complaint?

2e On or about what date did the action complained of occur?

2f If there has been a delay of more than 12 months in telling us of your complaint, please state why.

SECTION 3 – HAVE YOU COMPLAINED TO THE PROJECT CONCERNED?

The SEUPB will usually expect a complaint to have been put to the project/organisation concerned, so that they have an opportunity to consider the complaint and offer a remedy. If you feel it is not reasonable to contact the organisation concerned, indicate this in the box below.

EITHER: Yes, I have complained to the project/organisation concerned?
(tick box)

If possible, attach a copy of the complaint and the response you received.

OR: No, I have not complained to the project/organisation concerned.

Please explain below your reasons for not having complained directly in the first instance to the body concerned.

SECTION 4 – FREEDOM OF INFORMATION

For the purposes of Freedom of Information, please state whether you require your complaint to be treated in a strictly confidential manner. Whilst we will try to respect your wishes in this regard, confidentiality is not absolute, and under certain circumstances we may be required to release information to third parties. We will consult with you before any decision is made and you will have a right to appeal any decision that you are not happy with.

SECTION 5 – DECLARATION

Please sign the statement below

I declare to the best of my knowledge and belief, that the information and/or documents that I provide are true and correct. I understand that whilst my confidentiality rights will be protected, the SEUPB may have to disclose information to other organisations in order to resolve the complaint.

Signed:

Date:

If you have signed the declaration on behalf of the complainant please state your connection to the individual and indicate why he/she is unable to make the complaint him/herself.

WHERE TO SEND THIS COMPLETED FORM

To save this document:

Choose: File > Save, and save to your computer. Then you can either print your completed form and return it by post to the address below, or email the form to us.

Post:

**Complaints Officer
Special EU Programmes Body
7th Floor, The Clarence West Building
2 Clarence Street West
BELFAST BT2 7GP**

Email:

feedback@seupb.eu