

Community Sustainable Energy Programme

Complaints and Appeals Procedure

1. Capital grants awarded through the Community Sustainable Energy Programme will be made on a competitive basis. There will be quarterly calls for proposals that will be considered by an independent selection panel. Proposals will be judged against publicly available assessment criteria. Rejected applications will be entitled to resubmit for consideration at future calls. Grants for project development studies will be awarded on a rolling basis until the allocated funds are spent.
2. Any complaints (concerning matters such as misadministration, incorrect information, etc) regarding the operation of the Programme by BRE should be made in writing to The Programme Manager, Community Sustainable Energy Programme, BRE, Garston, Watford, WD25 9XX. Complaints should set out: what happened; when it happened; who dealt with the matter; what corrective action is required. All complaints will be investigated and submitted to the Director of the Sustainable Development Centre, BRE Environment with a recommendation. If the complaint is not considered justified, the complainant will be advised in writing and provided with details of the Appeals procedure. If the complaint is considered to be justified the complainant will be advised in writing of the course of action that will be taken by BRE.
3. A complainant may appeal against a rejected complaint. The complainant should set out the grounds for the appeal in writing to the Programme Manager. The appeal will then be reviewed by the Programme Manager, and if the situation can be resolved to the satisfaction of the complainant and BRE within 15 working days of receipt, it does not progress beyond this point.
4. The Director of the Sustainable Development Centre, BRE Environment will be informed of an appeal as soon as it is received. Provisional arrangements will then be made for an Appeal Panel to meet within two months of the receipt of the appeal. The Appeal Panel will consist of three members of the BRE Governing Body or subsidiary boards, who have not been involved in the decision under appeal, and have no direct interest in the decision. The Programme Manager shall provide secretarial services to the Appeal Panel, but will not have any voting rights.
5. The complainant will be given not less than 15 days notice of the date set for the appeal, advised of the constitution of the Appeal Panel, and invited to be present. The complainant has the right to state objections to the constitution of the Appeal Panel within 2 working days of receipt of notice. In this case, the appeal will be considered by the Chairman of the Governing Body and the membership of the Appeal Panel amended if necessary.
6. An Appeal Panel may uphold or quash the decision of BRE following a review of the circumstances surrounding the appeal. The complainant will be informed of the appeal Panel's decision.
7. All correspondence associated with Complaints and Appeals must be sent by recorded delivery.

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