



TLRI appeals and complaints policy and procedure

The **appeals procedure** is for appeals against shortlisting and funding decisions. The **complaints procedure** is invoked in situations where an organisation or individual has reason to believe they have not been appropriately or fairly treated, or believe that NZCER has not acted properly in its role as coordinator of the TLRI.

Appeals and complaints procedure

Where an organisation or individual is aggrieved and believes grounds exist for an appeal or complaint they should write to the TLRI Project Leader at NZCER (tlri@nzcer.org.nz) within 10 working days of receipt of the shortlisting or funding decision, or of becoming aware of the problem. If the complaint relates to the TLRI Project Leader, the NZCER Director (graeme.cosslett@nzcer.org.nz) should be written to instead. If this does not lead to a satisfactory resolution, the appeal or complaint will be investigated by the Advisory Board (see below: Handling appeals and complaints).

Appeals against funding decisions

The appeals procedure is for appeals against decisions not to shortlist at Stage 1 (Expressions of Interest), or not to fund at Stage 2 (Full Proposals).

The appeal needs to be based on evidence that due process was not followed in the selection process, or that the selection panel did not consider all relevant and supplied information in making its decision not to shortlist or to fund the proposal.

There is no right to appeal:

- against the requirements and criteria set out for the selection of Expressions of Interest or Full Proposals
- on the grounds of relative quality with other Expressions of Interest or Full Proposals from the same funding cycle or any previous funding cycle
- against the appointment of selection panel members or others involved in the assessment process.

Complaints

The complaints procedure is for situations where an organisation or individual has reason to believe they have not been appropriately or fairly treated, or believe that NZCER has, through failure or omission, not acted properly in its role as coordinator of the TLRI.

Handling appeals and complaints

If an issue is not resolved through communication with the TLRI Project Leader or Director at NZCER, the Advisory Board will appoint two members to a sub-committee. This sub-committee will investigate the appeal or complaint and make a recommendation to the Advisory Board. If the appeals committee finds in favour of the appellant in respect of shortlisting or a funding decision then, depending on appropriateness and funds being available, one of the following may be recommended:

- Inclusion in the shortlisting if Stage 2 of the funding cycle has not yet occurred
- Automatic inclusion in the shortlist for the next annual funding cycle
- Funding in the next annual funding cycle.

In the case of a complaint, remedial action is likely to take the form of changes to one or more of the policies, procedures, and documentation of the TLRI, to avoid a repetition of the action which gave rise to the complaint.