



EUROPE & SCOTLAND
European Social Fund
Investing in a Smart, Sustainable and Inclusive Future



EUROPE & SCOTLAND
European Regional Development Fund
Investing in a Smart, Sustainable and Inclusive Future

Complaints Process

The complaints process, as set out in the Management Control System (MCS), is as follows:

2.2.3.16 Description, where applicable, of the procedures of the managing authority in relation to the scope, rules and procedures concerning the effective arrangements set out by the Member State* (Footnote 15: reference to the document or national legislation where these effective arrangements have been set out by the Member State) for the examination of complaints concerning the ESI Funds, in the context of Article 74(3) of Regulation (EU) No 1303/2013.

All complaints received by the CA and the MA will be handled in the same way. To allow a complaint to be made about the work of the MA, a dedicated complaints mailbox esfcomplaints@gov.scot has been set up and is highlighted on the European Structural and Investment Funds homepage. Complaints will be handled as set out below:

- Complaint received via dedicated [mailbox](#)
- Letter/email logged on internal computerised storing system spreadsheet. Date of receipt, complainants name, address and brief description of complaint registered. Team Leader made aware
- Team Leader assigns investigation of the complaint to appropriate member of staff
- Within 20 working days of receipt of the complaint the investigation will be completed and a response issued. The response will include notice of the appeals process. Spreadsheet updated to reflect this and reference number of letter added to register and stored on computer system
- Should complainant appeal, the appeal will be investigated by the Team leader
- Letter/email logged on internal computerised storing system spreadsheet. Date of receipt and brief description of why complainant still has outstanding issues registered
- Response issued within 10 working days of receipt. Spreadsheet updated to reflect this and reference number of new letter added to register
- Complainant not satisfied with response and seeks final appeal
- Letter/email logged on internal computerised storing system spreadsheet. Date of receipt and brief description of why complainant still has outstanding issues registered
- Complaint dealt with by Head of European Structural Funds
- Final decision of the Managing Authority letter issued within 5 working days of receipt. Spreadsheet updated to reflect this and reference number of letter added to register