

Decision Review – TF11

Subject: Internal Review of Decision

Version: 2.0

Date Created: 14 December 2017

Last Review: 29 March 2021

Next Review: 31 March 2022

1. Background

ILF Scotland aims to provide a high standard of service and to ensure that all decisions made are correct first time. However, there may be occasions when someone asks us to review a decision we have taken. E.g., a decision not to fund an item an applicant has requested.

The following people can request a decision review:

- An applicant to the ILF Scotland Transition Fund
- A recipient of a grant from the ILF Scotland Transition Fund
- A recipient's Grant Manager.

2. Policy

A person must request a decision review, either verbally or in writing, within one month of the date that ILF Scotland informed them of the decision.

ILF Scotland aims to acknowledge all requests within 5 working days, and to notify people of the outcome of the decision review within 15 working days of the date it has received all necessary information.

3. Decision review

ILF Scotland's Discretionary Decision Panel, which consists of members of its management team, will consider decision review requests and reach a decision. The Chief Executive will not participate in these decisions.

If the Discretionary Decision Panel made the original decision, ILF Scotland's Chief Executive will consider the request and reach a decision.

4 Complaints

An applicant can complain to ILF Scotland if it is unhappy with the decision review process ILF Scotland has followed. Please see ILF Scotland's Complaints Handling Procedure [10-Final-Complaints-Policy.pdf \(ilf.scot\)](#)

5 Ex-gratia

ILF Scotland has the power to make ex-gratia payments to compensate for financial loss, gross inconvenience or gross embarrassment. Please see our Ex-gratia Payments policy [16-Ex-Gratia-Payments.pdf \(ilf.scot\)](#)

6 Cross Reference

Complaint Handling Procedure

TF 12 Ex-Gratia Payment Policy