



GRANT AID APPLICATIONS SERVICE STANDARD

OUR COMMITMENT TO YOU

The Council is committed to listening and responding to provide efficient and effective services to both residents and non-residents alike. In dealing with the Council you will be dealt with in a courteous and professional manner at all times and can be assured of equal treatment.

As a demonstration of its commitment, the Council has produced a number of Service Standards, which represent its pledge to you. The Council's vision, values and priorities are published separately and are available on request.

This Service Standard covers grant aid to voluntary/community organisations, charitable bodies and individuals involved in sport or the arts and clearly explain the standards we aim to meet and what you can expect from us. We also welcome your views and comments in order to improve the service in the future.

WHAT YOU CAN EXPECT FROM US

- Applications for grant aid should normally be made on the Council's prescribed application form. You will be sent an acknowledgement of your application within seven calendar days of its receipt by us. If further information is required to enable your application to be assessed this will normally be requested in the letter.
- If your grant request can be assessed by our officers under delegated authority, then a decision will be made within 10 working days. This is dependent on you promptly supplying any additional information required.
- If it is necessary for your application to be decided by Committee, it will be submitted to the next available meeting in accordance with the approved Committee work programme.
- Your application will be dealt with fairly and equitably and assessed against the criteria laid down by the Council in the grant aid policy.
- You will receive written notification of the outcome of your application, which in the case of applications decided by Committee will be within five working days of the meeting.

- Arrangements for the payment of any grant awarded will vary according to circumstances. Details of payment methods will be contained within the letter informing you of the outcome of your application.

HOW YOU CAN HELP US

To enable us to process your application as quickly as possible we need your co-operation and it would be helpful if you could bear in mind the following:

- Please complete the grant aid application form fully providing all relevant information. This will prevent any unnecessary delay in assessing your request. Remember to provide us with a daytime telephone number as this will help us to resolve any queries as speedily as possible.
- Please stay in touch. It is essential that you let us know of any changes in circumstances which may affect your application as soon as possible.
- Please treat our officers with courtesy as they are trying to help you.

OTHER HELP WE CAN OFFER YOU

Further information about the Council's grant aid policy, including the application forms, can be found on the website at <https://www.broxtowe.gov.uk/for-you/benefits-grants/grant-aid/>.

WHAT HAPPENS IF THINGS GO WRONG?

The Council is proud of its customer service record. If for any reason you feel it has not complied with this Service Standard please let us know in the first instance by contacting the Chief Audit and Control Officer at the Council Offices, Foster Avenue, Beeston, Nottingham NG9 1AB by telephone on 0115 917 3229. Alternatively, if you wish, you can write to the Deputy Chief Executive at the same address or send an email to grantaid@broxtowe.gov.uk.

If you need this leaflet in other formats or languages, contact us on 0115 917 7777

ਜੇਕਰ ਤੁਸੀਂ ਇਹ ਲੀਫਲੇਟ ਕਿਸੀ ਹੋਰ ਭਾਸ਼ਾ ਜਾਂ ਫੋਰਮੈਟ ਵਿੱਚ ਲੈਣਾ ਚਾਹੁੰਦੇ ਹੋ ਤਾਂ ਕ੍ਰਿਪਾ ਕਰਕੇ 0115 9177777 ਤੇ ਸਾਡੇ ਨਾਲ ਸੰਪਰਕ ਕਰੋ ।

如果你需要此傳單用其他的形式或文字寫成，請撥電話 0115 917 7777 與我們聯絡。

اگر آپ چاہتے ہیں کہ یہ لیفٹ آپ کو اردو میں مہیا کیا جائے تو براہ مہربانی فون نمبر: 0115 9177777 پر ہم سے رابطہ کریں۔

This charter is available in large print upon request

**TYPETALK – Text direct – For people with communications difficulties
Tel: 18001 0115 917 7777**