



APPLICATION FOR EXTERNAL APPEAL

Community Futures Wood Buffalo

Attention: Board Chair

Community Futures Wood Buffalo
100B, 9816 Hardin Street, Fort McMurray, Alberta T9H 4K3

Community Futures Wood Buffalo is an independent not-for-profit corporation led by a volunteer Board of Directors. **The local Board of Directors has final authority for all decisions.** In an effort to safeguard that all efforts are made to ensure our clients are served in a fair and professional manner, the Board of Directors of Community Futures Wood Buffalo has developed and approved a decision appeal/redress policy.

This policy includes a process of internal appeal/redress. This internal process is intended to ensure there is a transparent process for clients or community members to have decisions made by Community Futures Wood Buffalo re-examined.

Where a client seeks a second independent review, the policy of Community Futures Wood Buffalo provides access to an external and independent appeal/redress process. The process may be requested through the completion of the Application for External Appeal/Redress Investigation (see application below).

I hereby request an external appeal of the decision made by Community Futures Wood Buffalo related to a:

Loan Application:

Loan Collection Procedure:

Other: Specify: _____

The reasons I/we are appealing this decision are: *(please include an additional sheet, if necessary)*

Client Name:	
Business Name:	
Address:	
Client Signature: _____	Date: _____ 20 ____.
Telephone Number (Days):	E-Mail Address:

The Appeal Process:

This External Appeal Process is intended to ensure our clients are served in a fair and professional manner. This service includes opportunity for the client to have decisions made by this Community Futures organization reviewed upon formal request.

The following describes the steps to take if you are not satisfied with a decision made by this Community Futures organization regarding a Loan Application, Loan Collection Procedure or Other.

Step 1: Consult the Community Futures Manager

You should always speak to the Community Futures Manager before submitting an Application for Internal Review. The Manager can and will review the initial decision with you at your request. Your concern may be resolved at this level. However, if it is not, then you should proceed with Step Two – The First Level of Formal Appeal.

Step 2: The First Level of Formal Appeal – The Internal Review

If you do not agree with the decision of the Manager, you can make Application for Internal Review. This must be made in writing within 60 days of the original decision. Applications for Internal Review received after 60 days will not be accepted.

You will be required to submit all relevant information with your Application for Internal Review. This information will be considered during the Internal Review process. This Internal Review will consist of an examination of written documentation (Loan Application, Business Plan, Financial Reports, etc.), but may include direct contact with you via telephone or in a face-to-face interview. Any staff participating in the Internal Review process will be employed by this Community Futures organization, but will not have been involved in the decision you are requesting an internal appeal.

An Internal Review shall be performed within 15 days of receipt of your Formal Appeal request. A written response shall be mailed to you within 5 business days of a decision.

Step 3: The Second Level of Formal Appeal – The External Review

If you are not satisfied with the decision of the Internal Review, you can appeal to the Community Futures External Review panel. To do this you must compete and forward this **Application for External Appeal** to the attention of the Chair of this Community Futures organization. The following are some of the questions, and answers, concerning **this second and final level of formal appeal.**

How much time do I have to submit my Application for Formal Appeal – External Review?

You have 10 business days from the date of the Internal Review to appeal, in writing, to the External Review panel.

What can I appeal to the External Review panel?

In all cases, decisions made by Staff, Management or Committees of the organization must first undergo The first level of Formal Appeal – The Internal Review (see Step 2). If you are not satisfied with the decision of the Internal Review, then you can appeal that decision to the External Review panel. Only decisions confirmed by the Internal Review process can be appealed to the External Review panel.

Who are the External Appeal panel members?

In Alberta, there are 27 Community Futures organizations. Each organization operates as independent corporations. Each is governed and directed by a volunteer board of directors.

The External Review Panel is made up of one (1) volunteer board member appointed from each of the independent Community Futures organizations in the region. Each Panel is comprised of a minimum of six (6) members. The Executive Director of the provincial Community Futures Association services as Executive Secretary to the External Review panel, but is not involved in decision making.

The Panel member appointed by this Community Futures organization will not participate in any discussion or vote on any matter related to your Application for External Appeal.

When will I receive notification from the External Review panel about my appeal?

The Executive Secretary of the External Review panel will advise the Chair of this Community Futures organization when the panel has completed its review of the Application for External Appeal. The panel's review, communication to the Board Chair and the Board Chair's communication to you, the Applicant, will be completed within 15 business days from the date your Application for External Review with all required support information is received by this Community Futures organization.

Who has final authority for all decisions?

The Board of this Community Futures organization supports these decision review and appeal processes. The Board also looks forward to receiving the report with recommendations provided by the External Review panel. **However, our local Board of Directors has the final authority for all decisions.**

What can I do if I am dissatisfied with the External Review panel or Final Board decision related to my Application for External Appeal?

This multi-faceted appeal process, including the inclusion of an independent External Review panel process, is intended to safeguard that all efforts are made to ensure our clients are served in a fair and professional manner. Beyond this three (3) Step appeal process, there is no other means by which a decision may be reviewed or appealed.