



Grievance mechanism



Purpose

BESTLIFE2030 is committed to a fair, transparent, and accountable grant-making process. Evaluation decisions rely on expert judgment; however, applicants may request clarifications or submit an appeal where a procedural or factual error or a conflict of interest (COI) may have affected the outcome. At the Full Proposal phase only, appeals may also be lodged on limited technical grounds when supported by clear, verifiable evidence that evaluators overlooked, misinterpreted, or contradicted specific information in the proposal.

The mechanism aims to:

- protect the integrity of evaluations;
- offer an accessible channel to raise legitimate concerns;
- ensure impartial review without undermining expert judgment.

Appeals must be submitted in writing within the timeframes below; outcomes are communicated in writing and all cases are documented for traceability and learning.

Concept note phase

Appeals may only be considered on the following grounds:

- a. Procedural errors, i.e. the evaluation process was not applied in accordance with the BESTLIFE203 Guidelines for Applicants.
- b. Factual errors, e.g. miscalculation of scores, missing information, or inconsistencies between scores and comments.
- c. Conflict of interest, i.e. evidence that an undeclared conflict of interest may have influenced the evaluation.

How to submit:

Submit one consolidated appeal within 10 calendar days of notification, either (a) a structured letter or (b) a simple email.

The appeal must:

- state the concept number reference number, title, call, and phase;
- list each alleged error in a numbered way;

- reference the exact place where the error occurred (e.g., evaluation grid cell/total, section/page of the application, specific evaluator comment only to point out inconsistency - not to dispute technical judgment);
- attach objective evidence (e.g., score sum showing miscalculation, proof of compliance with an eligibility rule, conflict of interest evidence).

Review process:

1. The Regional Hub and Programme Coordinator (where relevant) verify whether the alleged procedural/factual/COI issue is valid (e.g., check calculations, confirm application of the Guidelines, review COI declarations).
2. If needed, the Coordinator arranges a brief check-in with the experts to reach a common position strictly on the admissible points (no re-evaluation of technical merit).
3. The Coordinator issues the formal written response to the applicant (copying relevant parties).

Timelines:

Acknowledgement within 3 working days; written response within 5 working days (or a revised timeline if extra verification is required on the admissible points).

Outcomes:

- No change (no error found);
- Correction of a procedural/factual error or COI-related issue with updated scores/comments limited to the corrected elements;
- If the correction moves the concept note above the threshold, the case advances to Full Proposal, and the evaluation grids and portal are updated; a new notification letter is issued.

Full proposal phase

Appeals may only be considered on the following grounds:

- a. Procedural errors, i.e. the evaluation process was not applied in accordance with the BESTLIFE203 Guidelines for Applicants.
- b. Factual errors, e.g. miscalculation of scores, missing information, or inconsistencies between scores and comments.
- c. Conflict of interest, i.e. evidence that an undeclared conflict of interest may have influenced the evaluation.
- d. Technical grounds, only if the applicant provides clear, verifiable evidence that evaluators overlooked, misinterpreted, or contradicted specific information in the proposal (mere disagreement with scientific/expert judgment is not sufficient).

How to submit:

Same as above for procedural, factual, and conflict-of-interest issues. For technical grounds, please refer to the section below:

- One consolidated appeal either as a structured letter or a simple email mapping each contested criterion to the experts' comments and the applicant's rebuttal; annotated (anonymised) Excel may be used.

Review process:

1. The Coordinator, with the Regional Hub, may seek clarifications from the two original evaluators.
2. If clarifications remain inconclusive on admissible points, the Coordinator may appoint a third independent evaluator for an impartial check; their recommendation informs the final decision.

Timeline:

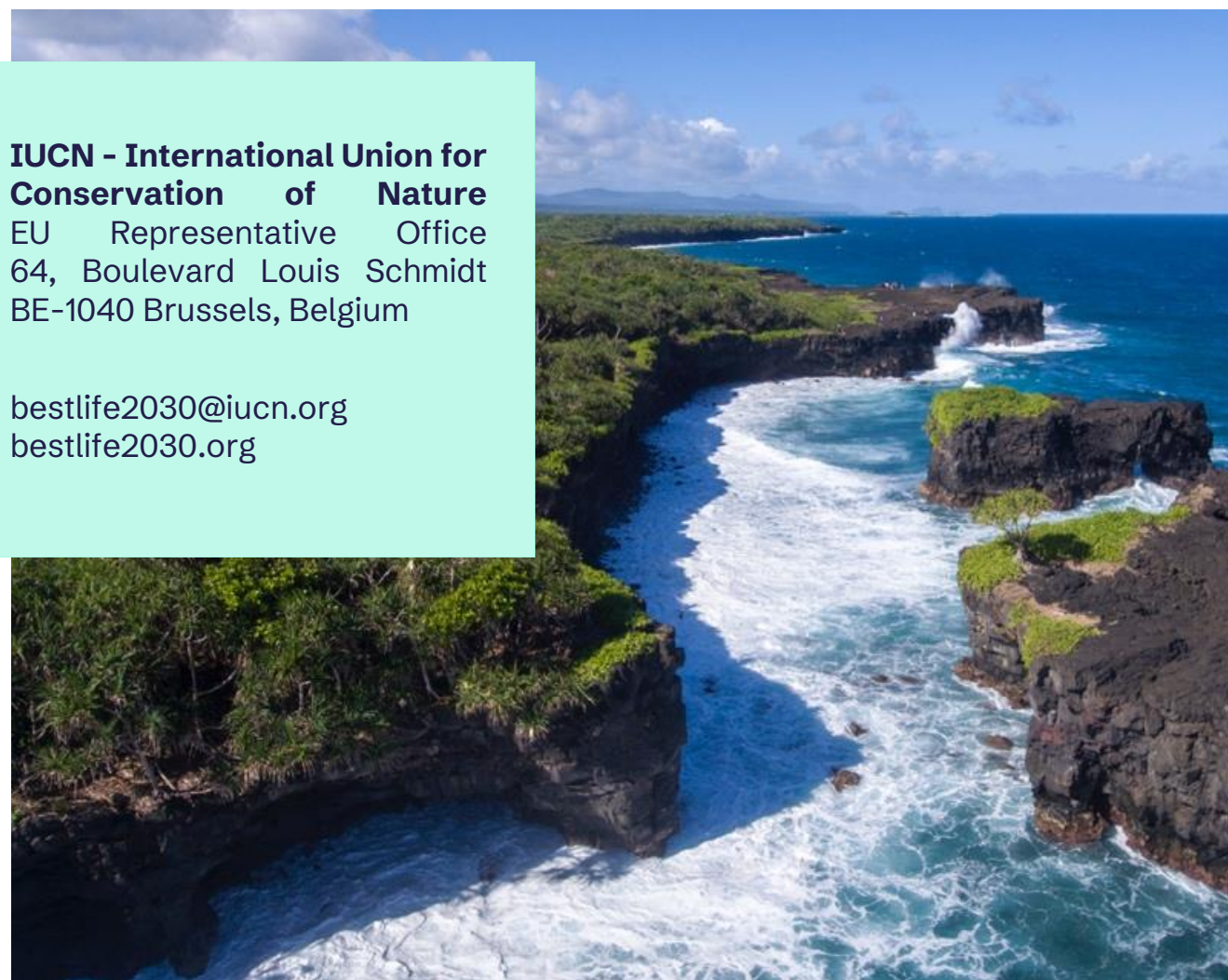
Receipt acknowledged within 3 working days; written response within 15 working days (with timeline extension notice if needed).

Outcomes & next steps:

- No change;
- Correction and updated scores/comments;
- If the correction changes rank/threshold, the file proceeds accordingly.
- Following Programme governance, beneficiaries are notified, and a formal response letter is issued.

Record keeping and transparency

All appeals and outcomes are documented by the Regional Hub and the Coordinator (original appeal; clarifications sought; final decision and justification). Records are retained securely and used for accountability and continuous improvement.



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