

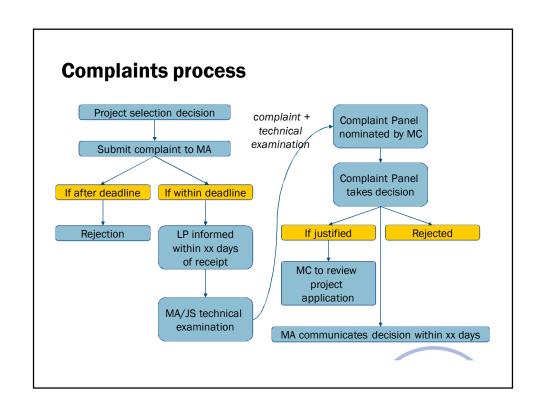
## **Complaints procedure CPR Art. 74(3)**

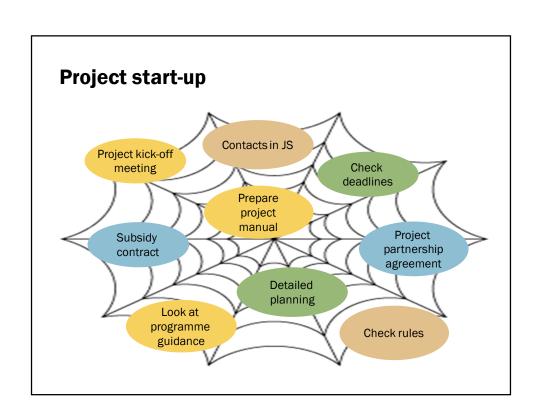
"Member States shall ensure that effective arrangements for the examination of complaints concerning ESI Funds are in place."

- Complaints procedure to be set up within the programme
- Not replacing (national) court procedures, but in the best case rather avoiding such
- Therefore, CPR Art. 74(3) providing degree of freedom to MS to decide on a procedure

## **Types of complaints**

- Complaint against **MC/SC** funding decision → internal programme procedure.
- Complaint against a decision of the MA/CA during project implementation → follows the rules laid down in the subsidy contract.
- Complaints related to Control and Audit → responsible national authority according to the applicable national rules.







## **Cooperation works**

All materials will be available on:

www.interact-eu.net

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