









Communicating selection decisions

1. What is the exercise?

 How can we best relay the message of a project selection outcome to an organisation?

2. How will it work?

- Discuss and suggest improvements for the allocated real life selection outcome message
- Write down any points on a flip chart paper.
- Present the amendments/improvements made to the whole group (5 min per group).



Contracting and Start-up



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

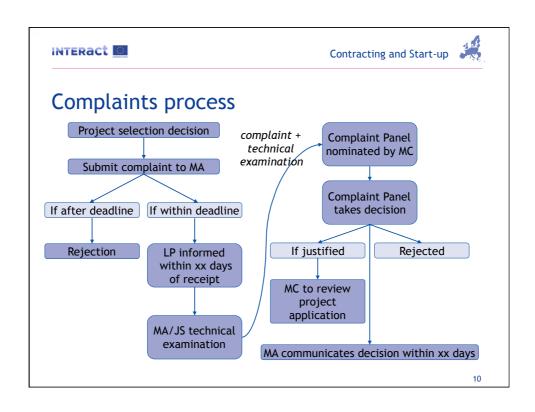


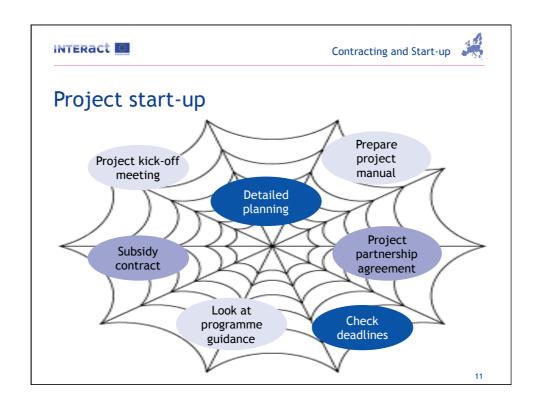




Types of complaints

- 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 FLC, Second Level Control and Audit → responsible national authority according to the applicable national rules







Programme manuals

- Background information, practical guidance, regulations and requirements
- A collection of all information related to financial issues, project management and communications
- Use examples to show best practice!

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What is different in 2014-2020?

- Increased use of ICT tools
 - Social media
 - E-learning
 - Website design
- More transparency and clarity about procedures
- Arrangements for examination of complaints are required