

# Applications – Declines – Adopted June 12, 2014

## Administrative Process

The Staff of Community Futures East Interlake will:

- Phone the client to advise him/her of the decision of the Investment Review Committee (IRC).
- Advise the applicant by letter the reason(s) for rejection.
- Maintain copies of the letter of rejection, the original business plan and other associated documents on file if the originals are returned to the applicant.

## Appeal Process

The Investment Review Committee (IRC) of Community Futures East Interlake Inc. makes all decisions regarding loans. Applicants may resubmit their applications based on the following circumstances:

1. There is a significant change in your business plan that affects how you will proceed with the project and has increased the project's viability.
2. You have improved your credit score and removed outstanding judgements (if this was the reason for denial).
3. Something significant to the application was not included, and should have been part of the original application.

Appealing Decision:

1. If an applicant has been refused by the IRC on two occasions they may submit an appeal to the Board of Directors of Community Futures East Interlake. For appeals, the Board of Directors (appeal committee) shall consist of a quorum of the remaining Board members not involved in the original application/appeal decisions. The appeal committee will also include the IRC chair or his designate, who will act as a resource to the appeal committee.
2. In order to submit a formal appeal to the board, the applicant must complete an appeal form and attach their completed business plan.
3. The appeal must outline the reasons for the appeal in writing.
4. The appeal process will take 4 to 6 weeks.

## Outside Appeal

Community Futures East Interlake Board of Directors has ultimate responsibility for assessing and approving investment applications and dealing with loan disputes. WD has requested CF Associations to work with their member CFs to develop and put in place a process to review situations that cannot be resolved at the local CF level. Should this materialize Community Futures East Interlake will direct appeals and complaints they cannot resolve to Community Futures Manitoba (CFM) for an external opinion. The following is the CFM appeal process:

- a. Review appeals of loan decisions made by Manitoba Community Futures organizations that have been first reviewed and then referred to the Committee by the Community Futures organization whose decision is under appeal. Following a review of the appeal, the Committee shall provide clear, non-binding recommendations to the appellant and the referring CF organization as to whether the CF organization's loan decision should be:
  1. Upheld
  2. Amended, including recommendations as to the specific amendments.

The Committee will strive to provide the appellant and the referring CF organization with its recommendations within 15 business days of receiving all of the following:

- Notice of the appeal
  - A copy of the documentation, e.g. loan assessment, provided to and the decision made by the original lending decision authority within the Manitoba CF organization
  - Any additional documentation provided for, and the written results of the initial appeal of the decision at the local CF organization level
- b. Provide to Manitoba CF organizations recommendations and lessons learned from loan decision appeal reviews regarding best practices for assessing and approving investment applications and for dispute resolution.

It will be the policy of Community Futures East Interlake to post the process for appeal on its current website for client access.

## APPEAL OF LOAN DECISION

- Appeal to Investment Review Committee
  - Appeal to Board of Community Futures East Interlake

Name of Business: \_\_\_\_\_

Name of Owner(s): \_\_\_\_\_

Reason for Appeal(s):

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Required with Form:

- Most Recent Copy of Business Plan

**Note:** All appeals must go before the Investment Review Committee. This process can take up to 2 weeks. The Investment Review Committee is a body of the board of directors mandated to carry on the loan activities of CFEI by the Board. If your application and appeal have been rejected, you may request that your application go before the Appeal Board of CFEI (this board will be made up of members who were not part of the original application or appeal, only the chair of the IRC or his designate will participate on the appeal board as a resource). This will take up to six weeks for a decision.

Signature of appeal applicant (s):

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Print Name

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Print Name

Internal Use Only:

Amount of Loan Requested: \_\_\_\_\_

Date of Rejection: \_\_\_\_\_

Reason for Rejection:

\_\_\_\_\_

Notes:

\_\_\_\_\_