



Cronfa Amaethyddol Ewrop ar
gyfer Datblygu Gwledig;
Ewrop yn Buddsoddi mewn Ardaloedd Gwledig
European Agricultural Fund for
Rural Development;
Europe Investing in Rural Areas

Llywodraeth Cymru
Welsh Government



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Welsh Government

Welsh Government Rural Communities – Rural Development Programme 2014-2020

Farm Business Grant Scheme

Addendum to the Farm Business Grant General Rules Booklet

Section G: Appeals and Complaints Procedure

G1 Appeals procedure

G1.1 The '*Independent Appeals Process for Farmers and Foresters in Wales*' allows you to request a review if you feel that the Welsh Government has not reached a correct decision according to the rules of a scheme. The process will review decisions concerning:

- BPS (and SPS)
- all Glastir schemes
- issues identified after 1 January 2007 for:
- Farm Woodland Scheme, Farm Woodland Premium Scheme, Improved Land Premium.

G1.2 The appeals process consists of two stages:

- Stage 1: review by RPW
- Stage 2: review by an Independent Appeals Panel (if you are dissatisfied with the Stage 1 response).

G1.3 The Independent Panel make recommendations to the Cabinet Secretary for Environment and Rural Affairs, who then takes the final decision which concludes the process.

G1.4 There is no charge for Stage 1 of the process but there is a charge at Stage 2 - £50 for a written hearing or £100 for an oral hearing. These charges are repaid in full if the Stage 2 appeal is either partially or fully successful.

G1.5 Appeals, including supporting evidence, must be received within 60 days of the date of the letter outlining the decision you wish to appeal against.

G1.6 We welcome receiving correspondence in Welsh, and will respond to any correspondence in Welsh if that is your preferred language. This will not lead to delay.

G1.7 Further details of the appeals process can be obtained from the Customer Contact Centre or our website at:

<http://gov.wales/topics/environmentcountryside/farmingandcountryside/farming/rpwap/peals>.

G2 Complaints procedure

G2.1 Complaints will be dealt with under the Welsh Government's procedure on Complaints. Further advice on how to make a complaint can be obtained from the Complaints Advice Team:

Welsh Government
Crown Buildings
Cathays Park
Cardiff
CF10 3NQ

Tel: 03000 251378
E-mail: complaints@gov.wales
www.gov.wales/contact_us/makeacomplaint

G2.2 You may also choose to contact the Public Services Ombudsman for Wales:

1 Ffordd yr Hen Gae
Pencoed,
CF35 5LJ
Tel: 0300 790 0203
Website: www.ombudsman-wales.org.uk