

## **Client Loans Appeals Process**

If in the event that a loan application gets denied from a client to Community Futures Greenstone and the client wishes to appeal the loan decision, the following procedure will be followed.

If the loan application is denied and the client wishes to appeal the following procedure is to be followed. The client must provide the Business Analyst in charge of the file a written document stating they wish to appeal the decision and reasons why. The Business Analyst will then reply in writing to the applicant the reasoning behind the loan decision and its rejection.

If the client is unsatisfied with the written explanation the Business Analyst will forward both letters to the General Manager for further discussions with the client.

The General Manager along with the Business Analyst will discuss the situation with the client. If the General Manager and client cannot come to an understanding and conclusion on the loan decision the General Manager will forward the appeal to the entire Board of Directors for consideration.

The Board of Directors will re-examine the loan application and make another decision on the loan. The client may then introduce new facts to the Board of Directors to improve their application. Once the Board of Community Futures Northwest have reached an agreement on the loan application, a final letter of either acceptance or rejection of the loan application will be sent to the client by the Chairperson of the Board of Directors.

If an agreement cannot be reached the loan application including documentation will be forwarded to the Community Futures Investment Committee of Community Futures Manitoba. 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