

REQUEST FOR SUPPORT GUIDELINES 2020



Avrupa
Birliđi **sivil
düşün**



TABLE OF CONTENTS

5

What is Sivil Düşün?

6

How has SD revamped the ACM?

7

Who is eligible to receive SD's support?

7

What is the deadline for submitting a Request for Support?

8

What needs and aims does SD support?

10

What is the maximum support amount, and what are the eligible costs?

12

What is the maximum duration of activities?

12

How do I submit a Request for Support?

21

How does Sivil Düşün decide which requests to support?

29

How will SD notify me? How can I track the process?

30

Do I have the right to complain or appeal the decision?

31

Where can I get additional information or assistance?

Welcome!

The European Union Sivil Düşün Programme is pleased to announce the opening of the General Call for Support on 30 September 2020!

We welcome your Request for Support at any time from 30 September 2020 until early 2022.

This year we revamped the Active Citizenship Mechanism (ACM) to make the process simpler and help you express your ideas as clearly as possible. The new mechanism provides greater budget flexibility, transparency and objectivity.

Read through these guidelines to acquaint yourself with **new support categories and revamped procedures**. We hope you find them helpful!

What has not changed is the first-come, first-serve rule! Our team reviews your Request for Support (RfS) in chronological order as soon as it arrives. We do our best to consider your ideas and plans thoughtfully and respond as quickly as possible. **Demand is high, so thank you in advance for your patience!** During the process, we may contact you if we need clarification or additional information.

The Sivil Düşün Hotline Service is available to answer questions and provide guidance from 09:30 to 12:30 on Mondays, Tuesdays, Wednesdays and Thursdays.

Please contact us as you need by



E-mail

yardimmasasi@sivildusun.eu



Mobile phone

0538 013 02 48 0539 857 58 17

0538 013 02 68 0539 857 58 20

We welcome your feedback on the revamped ACM! Please share your views at yardimmasasi@sivildusun.eu

Please accept our best wishes. We look forward to receiving your request soon.

Sivil Düşün Team



What is Sivil Düşün?

The European Union Sivil Düşün Programme supports the work of rights-based civil society organizations (CSOs) and active citizens to increase their capacity to:

- Carry out rights-based actions
- Conduct advocacy and monitoring activities
- Strengthen organizations and financial sustainability
- Network and collaborate among peers within Turkey as well as between Turkey, EU, IPA, and ENI countries
- Reach out to citizens through awareness-raising activities
- Increase the visibility and public support of right-based initiatives

● ● SD delivers support for **small scale, short-term activities in a fast, flexible and innovative way**. Activities provide civil society actors space to network, share experience, collaborate, learn and create.

Since its creation in 2012, SD has supported approximately 1,500 small-scale activities and engaged more than 5,000 civil actors from 81 provinces throughout Turkey in workshops, fora, roundtables and campaigns.

SD welcomes the participation of all civil society organizations and active citizens who share the European Union values and its goal of advancing fundamental rights and freedoms, democracy and equality.

† **EU Member States:** Germany, Austria, Belgium, Czechia, Denmark, Estonia, Finland, France, Croatia, Netherlands, Ireland, Spain, Sweden, Italy, Cyprus, Latvia, Lithuania, Luxembourg, Hungary, Malta, Poland, Portugal, Romania, Slovakia, Slovenia, Greece.

Candidate countries: Albania, Bosnia and Herzegovina, Montenegro, Kosovo, Macedonia, Serbia.

ENPI countries: Azerbaijan, Belarus, Algeria, Armenia, Morocco, Occupied Palestinian Territory, Georgia, Israel, Switzerland, Iceland, Libya, Lebanon, Egypt, Moldova, Norway, Syria, Tunisia, Ukraine, Jordan.

European Economic Area (EEA): Iceland, Liechtenstein, Norway.

European Common Market: Switzerland.

How has Sivil Düşün revamped ACM?

SD's revamped ACM:

Offers CSOs and active citizens support through four new categories :



LEARN



GET HEARD



IMPACT



STRENGTHEN

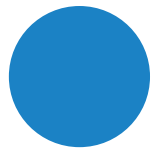
- **Get heard**
- **Impact policy-making**
- **Learn new skills and techniques**
- **Strengthen organizing**

Uses a new and simplified Request for Support Form that CSOs and active citizens complete online. The online form features multiple-choice options, requires less text, asks basic questions and includes automated features to help you prepare the project budget.

Provides more budget flexibility by allowing you to select as many eligible cost items as you need.

Strengthens the objectivity and transparency of the compliance check process. The revamped process incorporates more measurable criteria and introduces checks and balances. Two civil society experts approved by the EUD read your RfS independently of each other and the SD Team, while the SD Team ensures the experts follow procedures. You can track your progress on MIS and read experts' feedback.





Who is eligible to receive SD's support?

SD supports civil society organizations and active citizens that work to advance fundamental rights and freedoms as defined in international agreements.

Eligible civil society organizations include:

- Associations, foundations, civil initiatives, networks or platforms
- Civil society units or centres at a university
- Federations, confederations
- Non-profit cooperatives or companies
- Labour unions
- Professional organizations
- Bar associations
- City councils

Eligible active citizens include individuals who work in a volunteer capacity to advance human rights.

These include but are not limited to individuals who:

- Dedicate significant time and energy to a formal or informal rights-focused activity
- Assume volunteer leadership responsibilities for a rights-focused activity
- Start a new rights-focused initiative or network



Important Note: Sivil Düşün does not support profit-making entities.



What is the deadline for submitting a Request for Support?

Sivil Düşün is open to receiving Requests for Support on a continuous basis beginning on 30 September 2020 through early 2022.

There are no deadlines for this general call for support!

SD will announce the 2022 closing date as soon as it is determined.

● What needs and aims does SD support?

The 4 objectives of this general call are to support CSOs and active citizens to:



Get Heard for example,

- Providing the public with reliable and objective information
- Raise public awareness
- Fighting disinformation
- Becoming more visible and gain public support
- Engaging citizens in rights-based actions
- Or other ideas you may have...



Impact Public Policy for example,

- Gaining the support of decision-makers
- Increasing digital and conventional media coverage
- Securing the support of opinion makers and key stakeholder groups
- Mobilizing citizens
- Developing policy recommendations
- Establishing a coalition or network
- Or other ideas you may have...





Learn New Skills and Techniques for example

- Communicating ideas and presenting information more effectively
- Increasing the involvement of volunteers, members and supporters
- Working with diverse stakeholders
- Raising funds and managing budgets
- Developing policy recommendations
- Using digital tools and platforms more effectively
- Or other needs you may have...



Strengthen Organizing for example

- Improving your rights-based approach
- Becoming more productive and better able to serve the needs of your target audiences
- Forming collaborations, partnerships or networks
- Diversifying funding sources and achieving sustainability
- Developing and implement a long-term strategic plan
- Managing change and adopting more innovative and creative approaches and tactics
- Or other ideas you may have...



What is the maximum support amount, and what are the eligible costs?

SD covers eligible costs on an in-kind basis: instead of providing you with cash, SD pays your invoices.

The maximum you can request is **€5,000 for any combination of the eligible cost items** listed below

You can submit more than one RfS, but the total **may not exceed €10,000 during this phase of SD.**

You can select **more than one** eligible cost item



Important Note: SD does not cover the cost of scholarships or pure academic research of individual scholars. Requests that carry a risk of conflict of interest are ineligible. SD supports non-partisan activities only.


Sivil Düşün Eligible Costs You may select more than one!

- | | |
|--|--|
| <ul style="list-style-type: none">● Video production and post-production● Equipment rental● Travel including airfare, bus, sea or rail transport● Passport, visa, foreign travel insurance, and departure stamp costs● Subsistence allowance● Printing and production of visibility materials | <ul style="list-style-type: none">● Graphic design for digital and printed content● Advertisements in print and digital media● Event & meeting organization● Accommodation● Event participation fees● Translation, Interpretation and Sign Language |
|--|--|



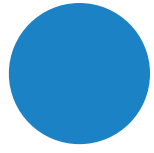
Note: Rent and other running costs, such as electricity, utilities, and personnel are NOT eligible. Also, the procurement of equipment is not an eligible support item. While renting equipment, it is a precondition that the total renting cost does not exceed one-third of the equipment's procurement cost.

You may ALSO request the support of experts, people with in-depth knowledge and extensive experience able to provide guidance, mentoring, training or technical services. Expert fees are in addition to the maximum €5.000 per RfS indicated above.

 **Important Note:** Experts are available to address specific short-term needs ONLY. SD does not provide experts to replace permanent employees.

SD's Pool of Experts (PoE) can support you on the following topics:

Organizational and Financial Capacity	<ul style="list-style-type: none"> <input type="radio"/> Institutionalization <input type="radio"/> Planning <input type="radio"/> volunteer management <input type="radio"/> fundraising and budgeting <input type="radio"/> transparency, accountability <input type="radio"/> needs assessment
Communication and Social Media	<ul style="list-style-type: none"> <input type="radio"/> Awareness-raising <input type="radio"/> Media relations <input type="radio"/> social media management <input type="radio"/> Digital content <input type="radio"/> Story-telling and message development <input type="radio"/> Branding and institutional communications
Advocacy	<ul style="list-style-type: none"> <input type="radio"/> Legislative, policy and public finance analysis <input type="radio"/> Decision-maker relations management <input type="radio"/> Research and policy development <input type="radio"/> Advocacy campaign design and implementation
Digital	<ul style="list-style-type: none"> <input type="radio"/> Use of social media tools and technology applications <input type="radio"/> Digital transformation <input type="radio"/> Gamification <input type="radio"/> Data collection and presentation <input type="radio"/> Digital mapping and monitoring of digital performance
Other	<ul style="list-style-type: none"> <input type="radio"/> Psychological and legal support



What is the maximum duration of activities?

You must start implementation within **four weeks** of the date your RfS is approved and complete your activities within **six months** of the starting date.

When your activities are complete, please **submit a report** describing what you did, what you achieved and what you learned. Reports are due within **three weeks** of the date you complete your activities. You can find a report template in the Implementation Guidelines



How do I submit a Request for Support?

All CSOs and active citizens must submit the RfS online through SD's MIS.



Important Note: If you are unable to complete the RfS Form online due to a disability or other reasons, please contact the Hotline to make alternative arrangements



Begin by logging onto mis.sivildusun.eu



Important Note: If you have previously registered with SD for the Things Connect Us - Special Lot, you do not need to re-register. If you registered before March 2020, you must re-register as SD is using a new system.

- Go to Registration and provide the information requested.
- Read and approve the Informed Consent Form on Processing Personal Data, then click submit.
- SD will send you an email with a separate link to verify your email address.
- Click on this link to verify. The system will direct you to the registration form.
- Provide the information requested in the Profile Section. Please take care to provide all information requested. It helps SD understand who you are, your work and what you're trying to achieve.
- Read and approve the Privacy Statement and Communication Approval Statement, then click submit.
- SD will send you an email confirming your registration and issue a user name and password (you may change your user name and password later at your convenience.)

Open the SD MIS home page at mis.sivildusun.eu and click on the "I Want to Submit a Request for Support" button

The MIS will guide you to the appropriate form depending on whether you registered as a civil society organization or as an active citizen. **It takes five steps to complete the form.**

STEP 1 Select your need for support

On the screen will appear four support options. Click the one that best reflects your needs.



Get heard



**Strengthen
Organizing**



Impact public policy



**Learn New Skills and
Techniques for example**

Next, you will see a customized menu and set of questions. Follow the instructions, as shown below.



Avrupa
Birliđi **sivil
düşün**

GET HEARD

Select the one option below that best describes the reason you want to get heard:
We/I want to get heard in to:

- Enable the public to access reliable information
- Raise public awareness
- Address and struggle with disinformation
- Be more visible
- Secure public support
- Engage citizens in our rights-based actions
- Other. Please describe

Answer these questions only for the option you selected above:

1. Who is your target group, and why? What are their needs? How will you address their needs?
2. Once they have heard the message or received the information, what reaction or response do you expect from them?
3. How will getting heard contribute to improving human rights?
4. Please describe the activity/activities you wish to carry out to get heard?

IMPACT PUBLIC POLICY

Select the one option below that best reflects the ways you want to impact public policy:
We/I want to impact public policy by:

- Gaining the support of decision-makers
- Increasing digital and conventional media coverage
- Securing the support of key stakeholder groups
- Organizing citizens
- Developing policy recommendations
- Establishing a coalition or network
- Other. Please describe

Answer these questions only for the option you selected above:

1. What are the human rights-related policy decisions that you are trying to impact, and why (legislation, regulation, administrative practice, the budget issue at the national or local level)?
2. Who is the target group, and why? What are their needs? How will you address their needs?
3. How will gaining their support help you impact decision making?
4. How will creating an impact on decision making contribute to improving human rights?
5. Please describe the activity/activities you will carry out to impact decision-making?

LEARN NEW SKILLS AND TECHNIQUES

Select the option below that best describes what skills and techniques you want to learn:

We/I want to learn skills and techniques to

- Communicate ideas and present information more effectively
- Increase the involvement of volunteers, members and supporters
- Work with diverse stakeholders
- Raise funds and manage budgets
- Develop policy recommendations
- Use digital tools and platforms more effectively
- Other. Please describe _____

Answer these questions only for the option you selected above:

1. Why do you need to learn these skills and techniques
2. What will these skills and techniques help you do that you cannot do now?
3. Who is the target group for this activity, and why? What are their needs? How will you address their needs?
4. How will learning these skills and techniques contribute to improving human rights?
5. Please describe the activity/activities you wish to implement to learn these skills and techniques?



STRENGTHEN ORGANIZING

Select the one option that best describes the organizing capabilities you want to strengthen:

We/I want to strengthen capabilities to:

- Apply a rights-based approach
 - Become more productive and better serve the needs of your target audience
 - Form collaborations, partnerships or networks
 - Diversity funding sources and achieve sustainability
 - Develop and implement a long-term strategic plan
 - Manage change and adopt more innovative and creative approaches and tactics
 - Other. Please describe _____
-

Answer these questions only for the option you selected above:

- 1.** Why do you need to strengthen these capabilities? Is there a particular issue, challenge or problem that you need to address?
- 2.** What will these capabilities help you do that you cannot do now?
- 3.** Who is your target group, and why? What are their needs? How will you address their needs?
- 4.** How will acquiring these capabilities contribute to improving human rights?
- 5.** Please describe the activity/activities you will carry out to strengthen organizing capabilities?

STEP 2 Indicate the rights-focus of your proposed activity

On the screen, you will see a list of rights-focused fields of work. Indicate which best represents the focus of your proposed activity (you may select up to three areas)

<input type="radio"/> Right to housing	<input type="radio"/> Freedom of thought, conscience and religion	<input type="radio"/> Woman rights/Gender Equality
<input type="radio"/> Labour Rights	<input type="radio"/> Freedom of association	<input type="radio"/> Youth rights
<input type="radio"/> Environment and ecological rights	<input type="radio"/> Cultural rights	<input type="radio"/> Right to health
<input type="radio"/> Child rights	<input type="radio"/> Sexual and reproductive health	<input type="radio"/> LGBTQI+ rights
<input type="radio"/> Digital rights	<input type="radio"/> Sustainable development	<input type="radio"/> Elderly rights
<input type="radio"/> Right to education	<input type="radio"/> Transparency and right to access information	<input type="radio"/> Refugee rights
<input type="radio"/> Rights of the disabled	<input type="radio"/> Urban rights	<input type="radio"/> Right to mobility
<input type="radio"/> Freedom of opinion, expression and media	<input type="radio"/> Consumer rights	<input type="radio"/> Animal rights
<input type="radio"/> Business and human rights	<input type="radio"/> Right to development	<input type="radio"/> Equality and non-discrimination

STEP 3 Describe your proposed activities and costs

A series of tables with questions will appear on the screen. Complete each table and be sure to provide all relevant details.

Duration of Proposed Activities

Note: You must complete your activities within six months of the date your RfS is approved

What is the start date of your activity?	In what country or countries will your activities take place?
What is the end date of your activity?	In what city or province will your activities take place?

Proposed Cost Items

Note: Only the following cost items are eligible for SD support.

Please indicate which of these costs you need SD to support to implement your proposed activity:

- Travel
- Subsistence Allowance
- Accommodation
- Event/Meeting Costs
- Equipment Rental
- Advertisement
- Event Participation Fees
- Graphic design for print and digital contents
- Video/Film Production and Post
- Production
- Printing
- Expert Support
Translation, Interpretation and Sign Language

Please indicate for which activity you will use each cost item and for what purpose:

If you need expert support, please answer the questions below

Note: Expert support is in addition to the maximum of 5,000 € in-kind support

Please describe for which activity and the kind of support you would like to receive from an expert:

Please indicate the number of days of expert support you need:

STEP 4 Prepare your budget, covering all eligible costs you indicated above.

Here, on the last screen of the form, you will prepare the budget as shown below.

Please indicate the number of units, unit price and the total amount for each proposed cost item.

Eligible Cost Item	No. of Unit	Price Per Unit	Total TL	Provide details regarding the cost item (video duration, size of visibility materials etc.)

Total Eligible Cost Items

STEP 5 Click submit after checking that you have completed each section of the form and answered all the questions.

You will receive an email that confirms receipt of your RfS and provides you with a **reference number**. Please use this number in all future communications with SD.



● How does SD decide which requests to support?

SD reviews each RfS on a first-come, first-serve basis in three phases.

Phase 1: Technical Eligibility Check

In this phase, SD determines whether your RfS meets the minimum technical eligibility requirements shown below. Please note that the requirements for CSOs and active citizens are slightly different.

How does the Technical Eligibility Check work?

- 1** The SD Team assigns your RfS to a Support Officer (SO), who serves as your contact point from the time you submit your RfS to the time you complete implementation.
- 2** The SO checks whether you comply with the below minimum technical eligibility requirements and notes findings on your MIS profile
- 3** If your RfS is incomplete, contains errors or requires clarification, the SD Team returns it to you via email with specific instructions for revision. In this event, you must return the revised RfS within 3 working days of notification.
- 4** Your RfS moves to the next phase (Qualitative Compliance Check) if it fulfils the minimum technical eligibility requirements
- 5** If the SO determines that the RfS has not met the minimum technical eligibility requirements, the ACM Manager, the person responsible for overseeing the compliance check process, conducts a second check using the same requirements and notes findings on your MIS profile.
- 6** The SD Team informs you by email if your RfS does not meet technical eligibility requirements.

SO (and the ACM Manager in case of a second check) uses the following checklist to determine the technical eligibility of your RfS.

Minimum Technical Eligibility Requirements Check List

A CSO is eligible if:

The CSO is one of the following types of organizations:

- Associations, foundations, civil initiatives, networks or platforms
- Civil society units or centres at a university
- Federations, confederations
- Non-profit cooperatives or companies
- Labour unions
- Professional organizations
- Bar associations
- City councils

- The CSO shares EU values
- The CSO works to advance fundamental rights and freedoms as defined in international agreements
- The RfS aligns with one of the objectives of the call for support
- The CSO has registered in MIS
- The CSO has provided all information requested during MIS Registration
- The CSO has answered all questions on the RfS Form

An active citizen is eligible if:

The active citizen works in a volunteer capacity and

- Dedicate significant time and energy to a formal or informal rights-focused activity
- Assume leadership responsibilities for a rights-focused activity
- Start a new rights-focused initiative, network or platform

- The active citizen shares EU values
- The active citizen works to advance fundamental rights and freedoms as defined in international agreements
- The RfS aligns with one of the objectives of the call for support
- The active citizen has registered in MIS
- The active citizen has provided all information requested during MIS Registration
- The active citizen has answered all questions on the RfS Form



Phase 2: Qualitative Eligibility Check

In Phase 2, SD determines whether your RfS fulfills the Qualitative Eligibility criteria. SD uses two sets of criteria: determining criteria and supportive criteria.

How does the Qualitative Eligibility Check work?

- 1** Once you pass the technical eligibility check, the SD Team assigns your RfS to two CCNKEs, maintaining the first-come, first-serve order.
- 2** Working independently, each CCNKE reviews your RfS against both determining and supporting criteria described below and assigns a numerical value using the scale indicated below. CCNKEs provide a written justification for each value on MIS as well as specific instructions for revision.
- 3** The MIS automatically generates a total value that reflects the average of the two CCNKEs. The highest possible combined value is **100**.
 - Your RfS is compliant if the total average value is **75** or higher
 - Your RfS is not compliant if the total average value is under **60**
 - If your total average value is **60** or higher but less than **75**, SD Team returns the RfS for revision.
- 4** If your RfS requires revision, the SD Team sends you a "Request for Revision" by email itemizing what is expected based on the feedback provided by CCNKEs.
- 5** If your RfS is compliant or non-compliant at the end of the Qualitative Eligibility Check and requires no revision, the SD Team informs you by email.

CCNKEs use the following determining and supporting criteria checklist to review the qualitative eligibility of your RfS.

Determining Criteria Check List

- The RfS clearly describes how activities will contribute to improving fundamental rights and freedoms
- The RfS is specific, measurable, achievable, realistic and time-bound
- The RfS defines the target audience and their needs clearly
- The proposed activities respond to the needs of the target audience
- The budget amount and/ or request for expert support is appropriate and necessary to realize planned activities?

Supporting Criteria Check List




- The RfS has the potential to produce benefits that go beyond the scope of activities or target audience
- The RfS shows creativity, innovation or uses new tactics and techniques
- Activities involve diverse interest groups and encourage collaboration
- Conditions make the need for this activity urgent
- The RfS addresses the needs of a group whose rights are especially vulnerable at this time



How the CCNKEs review your RfS

Determining Criteria	Supporting Criteria
<p>Each CCNKE assigns to each determining criteria a value from 1-5 depending on the need for improvement. Each value is then multiplied by a factor of 3.</p> <ul style="list-style-type: none"> • A value of (1) indicates a very high need for improvement • A value of (5) indicates a very low need for improvement <p>The maximum value for determining criteria is 75.</p>	<p>Each CCNKE assigns to each supporting criteria a value from 1-5 depending on the potential of the RfS to contribute to civil society-at-large. Each value is then multiplied by a factor of 1.</p> <ul style="list-style-type: none"> • A value of (1) indicates a very low potential • A value of (5) indicates a very high potential <p>The maximum value for supporting criteria is 25</p>

The total possible value is 100.

<p>Total combined value of 75 or more</p>	<p>Total combined value between 61 and 74</p>	<p>Total combined value of 60 or less</p>
		
Compliant	Returned for improvement	Not compliant

Below is an example of the worksheet the CCNKE uses for the qualitative eligibility check. Use it to conduct your own eligibility check before sending your RfS to SD!

Qualitative Eligibility Check Example Worksheet

Determining Criteria	Need for Improvement Scale (1-5):	Multiply By 3	Total	Feedback from CCNks
The RfS clearly describes how activities will contribute to improving fundamental rights and freedoms	5	x3	6	
The RfS is specific, measurable, achievable, realistic and time-bound	3	x3	9	Answers to questions under Step 1 are not sufficiently time-bound
The RfS defines the target audience and their needs clearly	5	x3	15	
The proposed activities respond to the needs of the target audience	5	x3	15	
The budget amount and/ or request for expert support is appropriate and necessary to realize planned activities?	3	x3	9	Because answers to questions under Step 1 are not sufficient time-bound, it is difficult to determine whether costs are appropriate
Sub Total	21	x3	63	

Supporting Criteria	Potential to Strengthen Civil Society at-Large Scale (1-5):	Multiply By 1	Total	Feedback
The RfS has the potential to produce benefits that go beyond the scope of activities or target audience	1	x1	1	The design of these activities benefit only the Board of Directors
The RfS shows creativity, innovation or uses new tactics and techniques	5	x1	5	This RfS' approach to organizing the proposed meeting uses very creative deliberative techniques
Activities involve diverse interest groups and encourage collaboration	1	x1		The activity does not involve a diverse audience
Conditions make the need for this activity especially urgent at this time	1	x1	1	There is no urgency associated with this proposed activity
The rights of the target audience are especially vulnerable at this time due to changing conditions in the country.	1	x1	1	The RfS does not present evidence of particular vulnerability
Sub Total	9	x1	9	
Combined Total Value			72	Return for improvement

Phase 3: Improvement Check

In this final phase, SD determines whether the RO revised the RfS in line with the feedback and recommendations.

How does the Improvement Check work?

- 1 If CCNKEs recommend that your Rfs be revised, the SD Team sends you a "Request for Improvement" with specific instructions and recommendations.
- 2 Your SO reviews your revised RfS upon receipt
- 3 You must return the revised RfS to the SD Team within 7 working days of notification.
- 4 The SO compares your revisions to those recommended in the "Request for Improvement" and records findings on the MIS.
 - If you have incorporated all requested revisions, the SO determines your RfS as compliant
 - If you have not incorporated all requested revisions, the SO determines your RfS as non-compliant
- 5 The ACM Manager conducts a second review of each revised RfS against the same criteria to confirm your SO's work.
- 6 The SD Team informs you of the outcome by email.
- 7 Only in rare instances requiring very minor corrections of a technical matter (for example, number of units of a cost item or incorrect calculation of for-foreign currency), the SD Team will request a second round of revision from you.

SOs and the ACM Manager use the following criteria to perform the improvement check.

Improvement Check List

- The RO has returned the revised RfS within 7 working days of receiving the "Request for Improvement."
- The RfS incorporates all recommended modifications described in the "Request for Improvement."

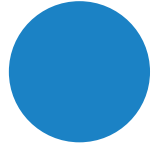
How will SD notify me? How can I track the process?

We will notify you of the results by email. You may track the progress of your RfS through the MIS,

- If your RfS is compliant, your Support Officer will contact you via MIS to initiate implementation.
- If clarifications, corrections or additional information are necessary, we will inform you by email and provide specific instructions.



Important Note: Please refrain from attempting to communicate with Support Officers while your RfS is under review. SD will not respond to inquiries about the status of your RfS.



Do I have the right to complain or appeal the decision?

If you have a concern about the compliance process or feel your RfS has not received a fair review, SD welcomes your feedback and invites you to complete the **Complaint/Appeal Form** on the SD website. Please provide as many details as possible on the form and send it to sikayet@sivildusun.eu

The SD Team Leader, who plays no direct role in the RfS compliance check process described above, will conduct an independent review and respond after consulting with the EUD.

The SD Team Leader will acknowledge the receipt of your complaint/appeal by email and respond within 7 working days.



Where can I get additional information or assistance?

Sivil Düşün hosts a series of online **Info Days** to provide guidance on completing the RfS and respond to questions. Please check the Sivil Düşün website for a schedule of Info Days. Info Days are open to all! All you have to do is register online.



Important Note: If you have a disability or are unable to access online events, please contact the Sivil Düşün Hotline to make alternative arrangements.

We use SD's digital channels to announce upcoming events or share information. Please follow one or more of these channels to stay up-to-date:

- facebook.com/SivilDusun
- twitter.com/SivilDusun
- instagram.com/sivildusun
- linkedin.com/company/sivil-dusun
- youtube.com/user/sivildusunab

You may also consult **Frequently Asked Questions (FAQs)** posted on the SD website at sivildusun.net

The **Sivil Düşün Hotline** is open to phone calls from 09:30 to 12:30 on Mondays, Tuesdays, Wednesdays and Thursdays.

08502155315 - 03129096266

Alternatively, you may email the Hotline at yardimmasasi@sivildusun.eu or use the MIS messaging system 24/7. SD will attempt to respond to you promptly, but no later than **3 business days**.



LEARN



IMPACT



GET HEARD



STRENGTHEN

www.sivildusun.net



Erasmus
Europe
**sivil
düşün**

The content of the guideline is the sole responsibility of the Consortium led by WeGlobal and in no way be interpreted as the opinion of the European Union.