



# Funding Appeals Process Guide FOR APPLICANTS

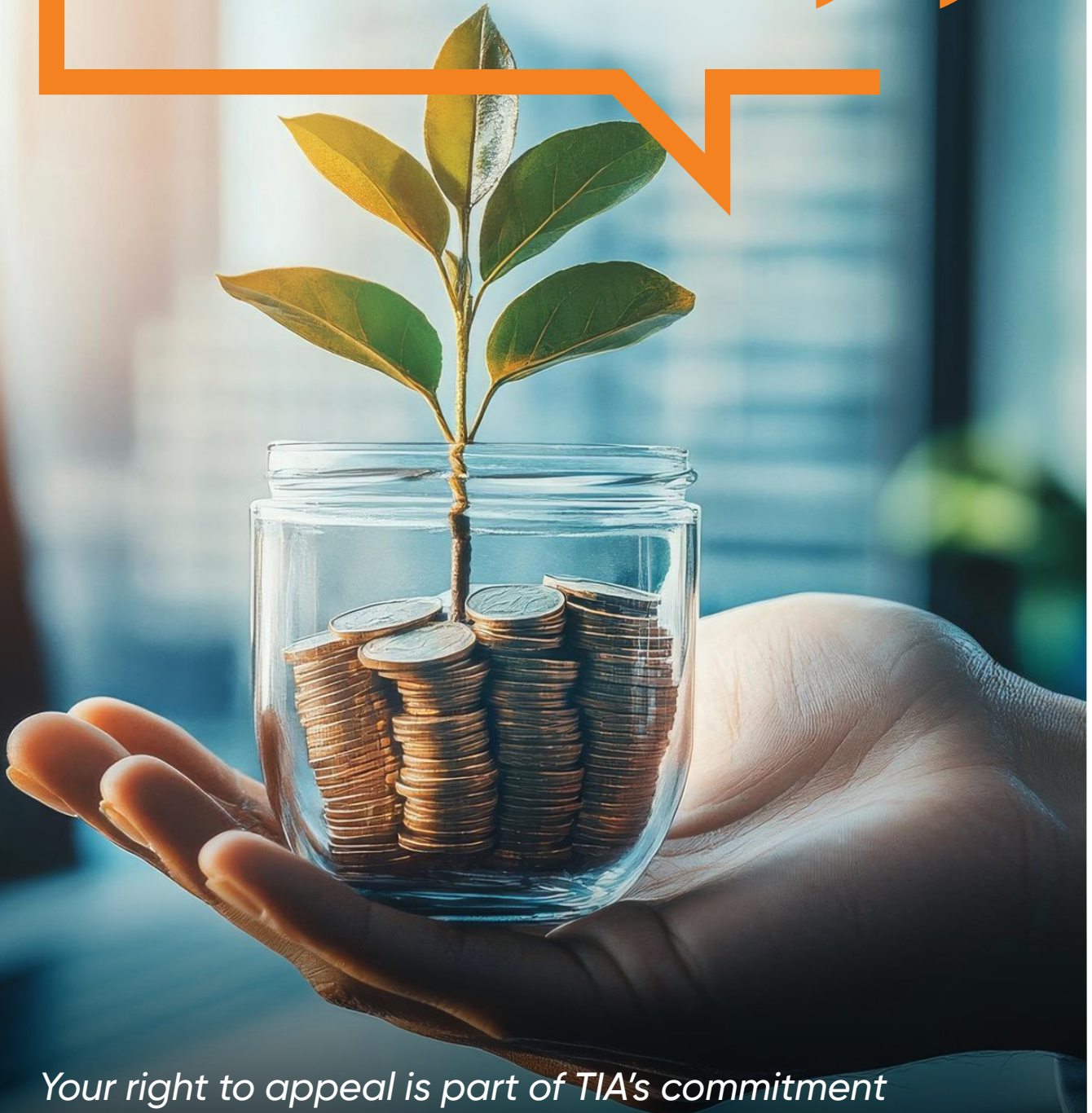


science, technology  
& innovation

Department:  
Science, Technology and Innovation  
REPUBLIC OF SOUTH AFRICA



*Your voice matters – funding decision can be reviewed, and every concern deserves a fair hearing.*



*Your right to appeal is part of TIA's commitment to **transparency, service excellence,** and **accountability.** Every appeal is treated seriously, reviewed **fairly,** and tracked to closure.*

## 1. INTRODUCTION

The Technology Innovation Agency (TIA) is committed to fairness, transparency, and accountability for decisions made.

If you believe that a decision made about your application and funding was not handled correctly, fairly, or in line with policy, you have the right to appeal.

This Appeals Process gives you a clear, step-by-step way to raise your concern, ensure it's reviewed impartially, and receive a timely, reasoned response.

## 2. WHEN TO LODGE AN APPEAL

You may lodge an appeal based on a funding decision or outcome from TIA that you believe:

- a) That the process for making the decision was perceived by the applicant to be incorrect and/or unfair.
- b) That the reasons provided for the decision not to consider an application for funding are not aligned to the TIA Act and Investment processes.
- c) That TIA did not take into consideration all necessary documentation, received within the specified timeframes, when conducting the assessment of the funding application.
- d) That there is evidence of bias on the part of TIA, or its appointed expert(s) in the outcome of the due diligence investigation outcomes utilised for funding recommendation.
- e) That there is proven conflict of interest on the part of TIA, or its appointed expert(s).
- f) That there is lack of appropriate expertise on the part of TIA, or its appointed expert(s).

## 3. WHAT YOU CANNOT APPEAL

Investment decisions relating to the following **CANNOT** be appealed:

- a) Applications that are submitted after the call for proposal closing date or where the applicant has not provided TIA with necessary documentation within a specified timeframe.
- b) Human Resources or employment related issues.
- c) Whistle-blowing reports (covered under the Whistle-blowing Policy).
- d) Complaints about delivery partners (log these directly with the partner).
- e) General complaints (use the CRM complaint process).

If you are unsure, you may first log an enquiry through the CRM portal, and the Customer Service Centre (CSC) will guide you on the correct route.



## 4. WHAT YOU ARE REQUIRED TO DO

The following rules apply to govern the appeal of funding decisions made by TIA:

- a) Prior to requesting an appeal, applicants in receipt of a decision to which they wish to lodge an appeal, may first request a meeting with the relevant management within TIA, who may answer questions about the decision as well as provide guidance to the applicant.
- b) An appeal application must be lodged, in writing, within 21 (twenty-one) days of receipt of the written decision that is being appealed, on the prescribed form.
- c) The applicant must clearly set out, in writing, the grounds for the appeal.
- d) Funding decision appeals should be made in the hierarchy of the approval bodies, commencing with the lowest body and ending with the TIA Board.
- e) Appeals of funding decisions made by:
  - Investment and Finance Committee shall be heard and adjudicated by TIA Board.
  - ExCo shall be heard and adjudicated by Investment and Finance Committee.
  - Investment Assessment Committee shall be heard and adjudicated by ExCo.
  - Executives shall be heard and adjudicated by Investment Assessment Committee; and
  - Business Unit Heads shall be heard and adjudicated by the Divisional Executives.
- f) The decision made by the relevant individual or body on appeal is final and cannot be appealed against subject to the exception in (g) below.
- g) One further appeal is allowed in exceptional circumstances. Applicants who wish to exercise their right of a further appeal must:
  - Lodge the further appeal, in writing, within 21 (twenty-one) days of receipt of the written appeal decision, on the prescribed form.
  - In addition to the form and simultaneously therewith, lodge written reasons in a separate document setting out particulars of the exceptional circumstances to justify the right to a further appeal.
  - The body considering the further appeal has sole and absolute discretion to decide whether the exceptional circumstances furnished by the applicant are sufficient to justify the right to a further appeal and may decline to consider the further appeal on the basis that such exceptional circumstances are insufficient.
  - The body considering the further appeal may consider any other grounds, including grounds not furnished by the applicant, when considering whether sufficient exceptional circumstances exist to justify the right to a further appeal.
  - The further appeal shall be considered by the next higher body to the individual or body which made the decision in the original appeal, as referred to in the hierarchy in (d) above.
  - Clause (a) above, relating to a meeting with the relevant management of TIA, shall not apply in respect of further appeals.

## INTERNAL PROCESS TO HANDLE APPEALS

Appeals can:

- be granted,
- granted on different conditions,
- dismissed, or
- referred back to the original approving body, Divisional Executive or Business Unit Head, as the case may be.



### 1 REGISTER ON THE CRM PORTAL

- If you don't already have a CRM account, register and complete your profile.
- You'll receive a reference number for your appeal.

## HOW TO LODGE AN APPEAL

All appeals must be submitted in writing on a prescribed form via the CRM portal



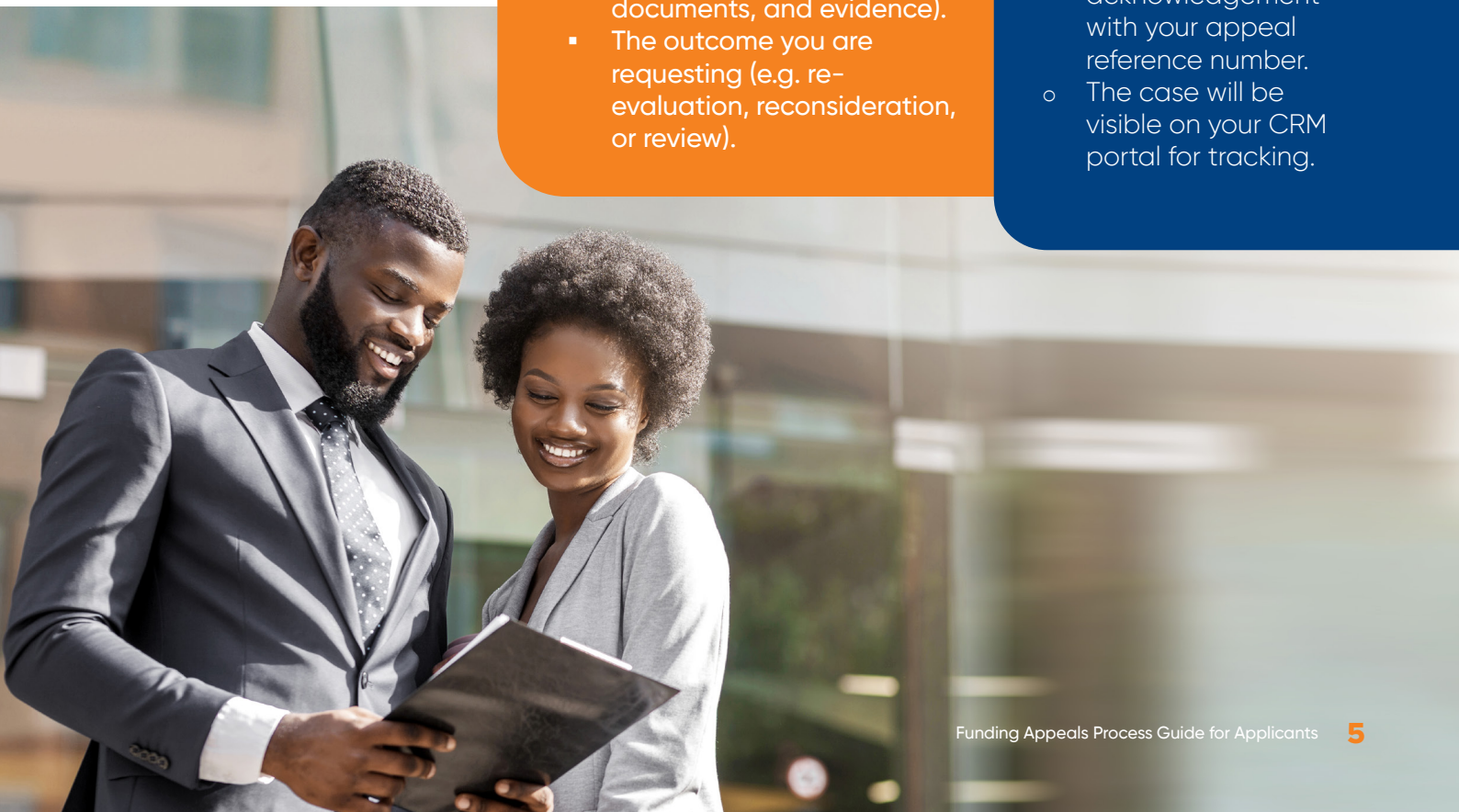
### 2 LOG YOUR APPEAL CASE

- Select "Appeal" as your case type.
- Include the following information:
  - Your full name, organisation, and contact details.
  - Reference number of the original application or decision.
  - Upload the form and the necessary (facts, supporting documents, and evidence).
  - The outcome you are requesting (e.g. re-evaluation, reconsideration, or review).



### 3 SUBMIT AND RECEIVE CONFIRMATION

- You'll receive an automated acknowledgement with your appeal reference number.
- The case will be visible on your CRM portal for tracking.



## 5. WHAT HAPPENS AFTER YOU SUBMIT

### **Step 1: Review by the Customer Service Centre (CSC)**

The CSC checks that your appeal meets the eligibility and completeness requirements.

- If it's incomplete, you'll be contacted to provide missing information.
- If it's outside the appeal scope, it will be referred to the correct process (e.g. complaints or whistleblowing).

### **Step 2: Allocation of Appeal**

- The appeal is assigned to the relevant Business Unit that handles appeals processes.

### **Step 3: Decision and Feedback**

- Once reviewed, a formal written decision will be provided.
- This decision may uphold, modify, or overturn the original outcome.
- All decisions are communicated through the CRM system and email for transparency.

## 6. RESPONSE TIMES

Depending on the complexity of the appeal and investigation to be conducted, turnaround times will vary.

## 7. TRACKING AND MONITORING

- You can check your appeal's progress anytime through the CRM portal.
- Automated notifications keep you updated on any changes or responses.



#### **GAUTENG HEAD OFFICE**

+27 (0) 12 472 2700

Postal Address: P.O. Box 172 • Menlyn • Pretoria • 0181

Physical Address: TIA House • 83 Lois Avenue • Menlyn • Pretoria

#### **WESTERN CAPE OFFICE**

+27 (0) 21 442 3780

Postal Address: P.O. Box 13372 • Mowbray • Cape Town • 7705

Physical Address: Unit 10, Ground Floor • Old Warehouse • Black River  
Business Park • 1 Fir Road, Observatory • Cape Town



**w: [www.tia.org.za](http://www.tia.org.za)**

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