



Company Number: 08352024
Charity Number: 1150458

Decision Review/Appeals Process

Purpose

The Players Foundation aims to make fair, consistent, and evidence based decisions in relation to all applications for support. However, we recognise that there may be occasions where an applicant feels that a decision is incorrect, that relevant information has not been fully considered, or that the process has not been applied fairly.

Concerns regarding the conduct, behaviour, or service provided by The Players Foundation or its representatives should be raised under the Complaints Policy. Requests to review grant making decisions should be raised under the Appeals Policy.

This policy sets out the process for requesting a review of a decision made by The Players Foundation.

An appeal is not a new application. It is a review of whether:

- the appropriate process was followed;
- relevant information was properly considered;
- the decision reached was fair and reasonable based on the information available at the time; and
- the decision was made in line with the charity's policies, charitable objectives, and governance procedures.

Nothing within this policy creates an entitlement to funding or obliges the Trustees to award a grant.

The Players Foundation reserves the right not to respond to appeals that are considered abusive, vexatious, repetitive, or unreasonable.

Appeals Relating to Individual Beneficiary Applications

Submitting an Appeal

Appeals relating to individual beneficiary applications must be submitted in writing within 14 days of the original decision being communicated.

Appeals can be submitted by e-mail or post.

Contact Details:

E-mail:
applications@theplayersfoundation.org

Postal Address:
The Players Foundation
PO Box 235
Denton



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To assist with the review process, applicants should include:

- the decision being appealed;
- why they believe the decision was incorrect or unfair;
- details of any information they believe was not fully considered;
- any additional supporting information; and
- the outcome they are seeking.

Stage One – Internal Review

In the first instance, appeals will be reviewed by the Grants Manager or another appropriate member of staff who was not directly involved in the original decision wherever reasonably possible.

The review will consider:

- whether the application process was followed correctly;
- whether all relevant information was appropriately considered; and
- whether the decision reached was fair and reasonable.

A written response will be provided explaining the outcome of the review.

Stage Two – Independent Review

If the applicant remains dissatisfied following the Stage One review, they may request a further review within 14 days of receiving the Stage One outcome.

Where possible, this review will be undertaken by a person who has not previously been involved in the case.

Where appropriate:

- the CEO will oversee and review the appeal; or
- where the CEO has had prior involvement in the original decision, a Trustee will undertake the review instead.

In exceptional circumstances, where it is not possible for the appeal to be reviewed independently internally, the Trustees will determine an appropriate and proportionate review process.

At the outset of the review, the scope of the appeal and the matters being considered will be confirmed in writing.

Final Decision – Individual Appeals

The outcome of the Stage Two review will be final, and there will be no further right of appeal within The Players Foundation.

Applicants will receive a written explanation outlining:

- the review undertaken;
- the decision reached; and
- the reasons for the final decision.



Appeals Relating to Organisational Applications

Organisational grant applications are often considered directly by the Board of Trustees due to the value, complexity, strategic nature, or governance implications of the funding requested.

As Trustees are the ultimate decision making body of the charity, organisational funding decisions are generally final unless there is evidence of procedural or governance concerns.

Organisations may request a review where they believe:

- the published application or assessment process was not followed;
- relevant information was not properly considered;
- there was procedural unfairness;
- there was a material factual error in the information relied upon; or
- there was an undisclosed conflict of interest that may have affected the decision.

Appeals cannot be made solely because an organisation disagrees with the Trustees' discretionary judgement or funding priorities.

Submitting an Organisational Appeal

Requests for review must be submitted in writing within 14 days of the original decision being communicated.

The written request should clearly outline:

- the decision being challenged;
- the grounds for appeal;
- any supporting evidence; and
- the resolution being sought.

Review Process – Organisational Appeals

The initial review of an organisational appeal will normally be undertaken by the CEO and Chair of Trustees, or by another Trustee who was not materially involved in the original assessment process.

The purpose of the review is not to reconsider the merits of the application in full, but to determine whether:

- the appropriate governance and assessment procedures were followed;
- relevant information was properly considered;
- the decision making process was fair and reasonable; and
- the decision was made in accordance with the charity's policies and charitable objectives.

Where the review identifies:

- a material procedural issue;
- significant new information that was unavailable at the time of the original decision; or
- a governance concern which may have affected the decision,

the matter may be referred back to the Board of Trustees for reconsideration.



The Trustees reserve the right to appoint an independent external person to support or oversee the review process where this is considered appropriate.

Final Decision – Organisational Appeals

The outcome of the review process will be communicated in writing.

The decision reached following the review will be final, and there will be no further right of appeal within The Players Foundation.

Timescales

The Players Foundation will aim to conclude appeals within 28 days of receipt wherever reasonably possible.

Where additional time is required due to the complexity of the matter or the need for further information, applicants will be kept informed of progress and revised timescales.

Governance and Confidentiality

All appeals will be handled fairly, confidentially, and in accordance with the charity's:

- governance procedures;
- conflict of interest requirements;
- data protection obligations; and
- applicable legal and regulatory requirements.

Trustees or staff members with a conflict of interest in relation to an appeal will not participate in the review or decision making process.

Information provided during the appeals process will only be used for the purposes of reviewing and responding to the appeal.

Appeals may be reported periodically to the Board of Trustees for monitoring, learning, and governance oversight purposes

Approved at the Trustee Board meeting on 28th July 2026

Next review: July 2028