

Loan Decision Appeal Processes

Community Futures Entre-Corp Business Development is an independent not-for-profit corporation led by a volunteer Board of Directors. The local Board of Directors has final authority for all decisions.

In an effort to safeguard all efforts are made to ensure our clients are served in a fair and professional manner, the Board of Directors will ensure the corporation provides clients with access to an appeal process.

The loan applicant may make an appeal of a decision (either by Entre-Corp staff or by the ISC) to decline a loan, by writing a letter outlining additional information or reasons why the loan should be granted. The appeal, if turned down by staff, shall be taken to the ISC, and if further declined by the ISC, will be presented to the full Entre-Corp Board.

In addition, where a client requests an independent review of the Board's original and subsequent appeal process, the Board of Directors will ensure the corporation provides the client with timely access to a process of external appeal provided in Alberta through the Southern Alberta Community Futures Region 2's Appeal/Redress Committee.

The role of the Southern Alberta Community Futures Region 2's Appeal/Redress Committee is to provide an external and independent review of the level of service, quality of service and the decision made by Community Futures Entre-Corp Business Development in its decision making and internal review processes. The Board of Community Futures Entre-Corp Business Development maintains all final authority for all decisions.

Policy Review Date:
March 25, 2015.