

Business Growth Fund Grants

Round 3 Review of Decision

This document contains information on the process of review under the Business Growth Fund Grants program. You should read the program guidelines and Terms and Conditions surrounding your obligations as an applicant prior to commencing a review process.

Overview

The Department of Employment, Small Business and Training (DESBT) is committed to delivering high quality services that respond to community needs. To meet this commitment, Small Business Grant applicants can request a review of decisions in respect of the outcome of grant applications. Applicants can request a review of a decision if dissatisfied with:

- the amount of funding awarded;
- a decision to decline or reject an application; or
- the conduct of staff impacting a funding decision.

Submitting a Review of Decision request

All Review of Decision requests must be submitted in writing to grants@desbt.qld.gov.au with the email subject clearly titled as APPEAL REQUEST plus unique grant application ID.

This request must be lodged within 28 business days¹ after you receive DESBT's original written decision in respect of your application.

When you make your request to DESBT, please include:

- your unique grant number (for e.g. BBASxxxx; BBOOXX or BGFXX);
- detailed grounds you believe the original decision should be overturned;
- any critical information that in your original application that you believe has been overlooked. Applicants will not have an opportunity to submit any additional information or evidence.
- any additional information requested by DESBT that supports your reasoning and assists the financial delegate to make a decision about your request; and
- contact details to further discuss your request for a review.

DESBT will carry out its review based on the information you include with your request. All program eligibility criteria must be met for an original decision to be overturned.

Review assessment and outcome

DESBT will appoint a relevant decision maker to consider your application and review the decision, or aspect of the decision, having regard to the reasons for review. DESBT will send you the outcome of the review within 30 business days of receiving your application for Review of Decision.

¹ Business days are counted based on a standard South East Queensland calendar (public holidays are not considered business days)

The outcome of the review will be communicated to you in writing to confirm the original decision, amend the original decision or substitute another decision for the original decision.

Further review

If you are not satisfied with the outcome of a review, you may:

- submit a formal complaint to DESBT as covered in the [DESBT complaints policy](#) (noting this policy will not result in the decision being overturned).
- lodge a complaint with the Queensland Ombudsman.

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Useful links

- [Application guidelines](#)
- [Frequently asked questions](#)
- [Terms and conditions](#)