

## Call 1:

# ACTIVE CITIZENS FUND IN CROATIA

## Call for proposals for AD-HOC ACTION PROJECTS<sup>1</sup>

Ongoing call open on March 10, 2020

### IMPORTANT NOTE:

Opening date of the application process starts on **April 15, 2020** and selection of the project applications will take place on a monthly basis. Due to the permanently open call and ongoing application and evaluation process, the available financial allocation could be exhausted before the deadline of August 24, 2023.

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<sup>1</sup> The call contains basic information, for more details please check Guidelines for applicants.

## INTRODUCTION

Community Foundation Slagalica, in consortium with SOLIDARNA - Foundation for Human Rights and Solidarity, Association for Civil Society Development SMART and CNVOS – Centre for Information Service, Co-operation and Development of CSOs, acting as the Fund operator (FO) for the EEA Grants Programme *Active Citizens Fund* in Croatia, announces the present open call for Ad-Hoc Action project proposals.;

This is the second open call for this Programme, with an allocated amount of €210.000,00.

The maximum grant amount for Ad-Hoc Action projects is €5.000 and the minimum grant amount for Ad-Hoc Action projects is € 1.000. Duration of Ad-Hoc Action projects is from 1 to 3 months.

For more information concerning the application process, the selection criteria, as well as the evaluation and selection process, please see the Guidelines for Applicants.

The *Active Citizens Fund* in Croatia is part of the EEA and Norwegian Financial Mechanisms (FM) 2014 – 2021<sup>2</sup>, funded by Iceland, Liechtenstein and Norway. Their aim is to contribute to the reduction of economic and social disparities in the European Economic Area and to strengthen bilateral relations between the Donor States and the Beneficiary States.

The total amount of € 8.500.000 will be allocated through the Programme in Croatia.

**Main objective of the Programme on the EU level is ‘Civil society and active citizenship strengthened and vulnerable groups empowered’.** Programme is based on common values of respect for human dignity, freedom, democracy, equality, the rule of law and the respect for human rights including the rights of persons belonging to minorities.

An important priority of the Programme is also strengthening of bilateral cooperation between civil society organisations from Croatia and organisations from donor countries - Iceland, Liechtenstein and Norway.

## PRIORITY AREAS AND SPECIFICS OF THE CALL

This Call for proposals has been designed to provide financial support for Croatian CSOs active in one (or more) of the Programme Priority Areas

- Democracy, active citizenship, good governance and transparency,
- Human rights and equal treatment through combating any discrimination on the grounds of racial or ethnic origin, religion or belief, gender, disability, age, sexual orientation or gender identity,
- Social justice and inclusion of vulnerable groups,
- Gender equality and gender-based violence,
- Environment and climate change.

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<sup>2</sup> More on EEA and Norwegian Financial Mechanisms: [www.eeagrants.org](http://www.eeagrants.org).

and whose social impact supported by the Call will contribute to at least one of the Programme Outcomes:

- Strengthened civil society watchdog/advocacy role;
- Increased support for human rights, rule of law and good governance;
- Strengthened democratic culture and civic awareness and engagement;

Under Call for Ad-hoc Action projects, the Programme will support initiatives that best respond to an emerging situation or detected problems that relate to Programme's Priority Areas and that require immediate action and affect the citizens and/or the NGO sector. Proposed actions need to demonstrate the rationales for rapid response and ability to open avenues for the solution to the identified problem, threat or opportunity arising in the emerging situation.

In addition, applicants must also take into account the following specific conditions of the Call:

- **Protection of the environment and climate change** will **only** be supported as part of measures to promote civic participation, advocacy, social innovation and active citizenship.
- In the field of **social justice and inclusion of vulnerable groups, provision of welfare and basic services** will **only** be supported as part of wider actions addressing awareness-raising, advocacy, empowerment and reform initiatives.
- **Youth inclusion** will be an important part of the projects (e.g. in civic education and civic mobilisation) and organisational development (leadership succession, rejuvenation of staff, etc.) and young people will be highlighted as a target group. For the activities targeted at youth, entering partnership with youth organisations is advisable.

The call addresses the following **country-specific concerns** through following measures:

1. **Projects targeting under-served regions**<sup>3</sup> (Bjelovarsko-bilogorska County, Brodsko-posavska County, Ličko-senjska County, Sisačko-moslavačka County, Virovitičko-podravaska County, Vukovarsko-srijemska County, Karlovačka County, Koprivničko-križevačka County, Krapinsko-zagorska County, Osječko-baranjska County, Požeško-slavonska County and Šibensko-kninska County) will be awarded additional 2 points during the evaluation if the project is evaluated by external experts as beneficial for one of the under-served counties.

2. **Projects targeting under-served/vulnerable groups** (such as: persons belonging to minorities<sup>4</sup> (based on race or ethnicity, gender, disability, age, sexual orientation or identity), Roma, refugees/migrants, domestic violence survivors, children at risk, etc.) will be awarded 3 additional points during the evaluation if the project is evaluated by external experts as beneficial and relevant for targeted vulnerable group.

3. **Inter-generational cooperation and inter-cultural dialogue** will be treated as horizontal priorities of the call. The cooperation and dialogue will concern specific issues in improving societal conditions, social cohesion, knowledge transfer and learning, promoting human rights, equality and building peace and tolerance. Project proposals including activities and/or partnerships clearly oriented

<sup>3</sup> In accordance to the document "Values of Development Index and Indicators for Calculating Development Index for Regional Self Government", source: <https://razvoj.gov.hr/o-ministarstvu/regionalni-razvoj/indeks-razvijenosti/112>"

<sup>4</sup> Article 1.2 of Protocol 38c on the EEA and Norwegian Financial Mechanisms (2014-2021)

towards either of these two horizontal priorities will be awarded up to 5 additional points during the evaluation.

**The following are examples of actions and activities that are eligible under this Call:**

- Advocacy, awareness-raising and outreach to citizens;
- Watchdog and monitoring, including following up on recommendations of international monitoring bodies;
- Citizen activism, volunteering and civic participation;
- Participation in policy and decision-making processes, including promoting an enabling environment for civil society;
- Support for freedom of expression, investigative journalism and media;
- Countering hate speech, including support to networks working with hate crime victims;
- Promoting LGBTI rights and anti-discrimination activities;
- Capacity building of the civil society sector, including sustainability, networking and accountability of NGOs;
- Partnerships between NGOs, public and private sector entities;
- Civic education and training;
- Research and analysis to inform policy-making;
- Social innovation and social enterprise development;
- Intercultural dialogue, including platforms for minority/majority interactions;
- Inter-generational cooperation;
- Awareness-raising and capacity building on environmental issues including climate change and adaptation;
- Access to information, participation in decision-making and access to justice in environmental matters in accordance with the Aarhus Convention.

The list of illustrative actions and activities is by no means exhaustive; it only gives an indication of possible actions and activities, which, on a micro-scale, correspond with the description of expected Programme Outcomes in the following section of the Call.

Following types of projects are **not eligible** under the Call for Ad hoc Action projects:

- Projects that exclusively or essentially target academic research, feasibility studies, conferences and other individual/unique events, infrastructure, individual sponsorships for participation in workshops, seminars, conferences and congresses;
- Projects that involve obtaining / awarding individual scholarships;
- Projects involving only training activities;
- Projects for emergency financial support to individuals;
- Refinancing activities (e.g. re-granting or loans given to other organizations or individuals/legal entities);
- Projects that mainly focus on the purchase of equipment;
- Projects that are supporting any partisan election campaign,
- Day to day activities of the Applicant (the project application must be elaborated for a specific project, as a set of well- defined and correlated activities, which will lead to concrete results within a well-defined time frame.)

Active Citizens Fund follows a common results-based framework, based on which fund operators in each beneficiary country in cooperation with FMO and with help of public consultation identify and set

their outcomes and outputs that shall contribute to realisation of the expected results on the level of the Programme.

Each supported project shall deliver and report upon at least one output, to be selected from the indicators set for the Programme and quantified according to its nature and objective. For more details, please see the Guidelines for Applicants.

Each of the three outcomes has specific indicators, outputs and outputs' indicators set.

Outcome/Output	Expected programme results	Indicator
Objective	Civil society and active citizenship strengthened and vulnerable groups empowered	Number of people engaged in civil society organisation activities
		Number of CSOs (always referring to project promoters and their project partners) directly funded by the Programme <sup>1</sup>
Outcome 1	Strengthened civil society watchdog/advocacy role	Number of national policies and laws influenced
		Number of media reports of CSOs' engagement in public policy
Output 1.1	Strategic litigation supported	Number of strategic litigation cases supported
		Number of CSOs engaged in strategic litigation
Output 1.2	Research conducted to inform public policymaking and debate	Number of CSOs using evidence/research to support their advocacy and policy work
		Number of evidence-based policy submissions by CSOs
Output 1.3	Policy-monitoring and advocacy supported	Number of CSOs engaged in monitoring private/ public decision-making
Output 1.4	Network and coalition building supported	Number of CSO platforms, coalitions and networks supported
Outcome 2	Increased support for human rights, rule of law and good governance	Share of people who disapprove of public statements that express negative views or hatred towards specific groups in society
		Share of people who know it is a crime to incite hatred based on race, ethnicity and gender
		Number of victims supported by CSOs
Output 2.1	Victims of human rights violations supported	Number of CSOs providing services to victims of human rights violations
Output 2.2	Intra and inter-sectoral collaboration and synergies supported	Number of joint initiatives conducted by CSOs in collaboration with other CSOs and/or private/public entities.
Output 2.3	International human rights standards promoted	Number of CSOs engaged in advocacy and watchdog work on women's rights
		Number of public awareness-raising campaigns carried out
		Number of CSOs engaged in advocacy work on human rights
		Number of people reached by campaigns
Outcome 3	Strengthened democratic culture and civic awareness and engagement	Share of persons who show civic awareness
		Number of vulnerable individuals reached by empowerment measures
Output 3.1	Civic and human rights education supported	Number of CSOs (project promoters and project partners) engaged in civic education
		Number of public and educational institutions partnering with CSOs on civic and human rights education
Output 3.2	Outreach to and empowerment of vulnerable groups supported	Number of new or improved methods developed to address the needs of vulnerable groups
		Number of CSO initiatives consulting vulnerable groups on public policy decisions

Output 3.3	Citizen mobilization and engagement promoted	Number of volunteers working in supported CSOs
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## ELIGIBILITY RULES

### ELIGIBLE APPLICANTS

Eligible applicants are civil society organisations (CSOs) established in Republic of Croatia if they meet following definition:

“A non-profit voluntary organization established as a legal entity, having a non-commercial purpose, independent of local, regional and central government, public entities, political parties and commercial organizations. Religious institutions and political parties are not considered NGOs”. Eligible applicants shall abide by the principles of democratic values and human rights.

More specifically, eligible candidates must meet the following general conditions:

- 1) Are **non-profit** organizations that have not been created nor operate to generate personal profit. Although they may have paid staff and may engage in revenue-generating activities, they do not distribute profits to their members nor to their board. Where revenue-generating activities are undertaken, these should not represent the purpose of the NGO but should be solely a means to support its mission and values;
- 2) Have members who do not have any direct commercial interest in the outcome of the work of the organizations or of its commercial activities and should not pursue the commercial or professional interests of their members. This requirement therefore excludes trade and professional associations, where the aims and purposes of the association are to further the specific interests of its members only;
- 3) Are voluntary in nature, formed voluntarily by groups or individuals and usually involving an element of voluntary participation in the organization;
- 4) Act in the public arena and for the public good on concerns and issues related to the well-being of people, groups or society as a whole;
- 5) Have some degree of formal or institutional existence, unlike informal or ad hoc groups, involving formal statutes or other governing document(s) defining their mission, objectives and scope;
- 6) Have transparent structures and an elected chair / board, and are accountable to their members and donors;
- 7) Are independent of local, regional and national government and other public authorities;
- 8) Are independent of political parties and commercial organizations,
- 9) Conducts transparent financial operations validated through Register of Nonprofit Organizations (RNO) with Croatian Ministry of Finance.<sup>5</sup>

<sup>5</sup>Applicants who are CSO by their legal status, by transparent financial operations, are considered to have submitted to the FINA, for the Croatian Ministry of Finance, an annual revenue and expenditure account from 1 January to 31 December 2019 and a balance sheet or annual financial statement of receipts and expenditures for 2019, in accordance with the accounting regulations of non-profit organizations, whereby the 2019 Annual Financial Report is visible in the Register of Nonprofit Organizations.

Political parties, religious institutions, social partners or profit-distributing cooperatives are not considered CSOs.

Foundations and the Croatian Red Cross societies are considered eligible CSOs if they fulfil the above principles.

Faith-based organisations are eligible if they meet the principles identified above and if the funded activities do not directly or indirectly promote a religious doctrine, mission or proselytism related to the beliefs of a particular faith (beyond basic religious/cultural awareness raising).

Organisations that have not recovered amounts due, following a final court decision in connection with the CSO Programme 2009-2014 in Croatia, shall not be considered eligible applicants and/or partners.

All eligible applicants, partners and project proposals shall follow **the principles of common values of respect for human dignity, freedom, democracy, equality, the rule of law, and the respect for human rights, including the rights of persons belonging to minorities<sup>6</sup> (based on race or ethnicity, gender, disability, age, sexual orientation or identity)**. The applicants and partners will confirm this in the Applicant and Partner declarations of compliance accordingly. Selection Committee will have the authority and obligation to propose the rejection of the project application in case the aforementioned principles are not respected or disregarded.

Under this Call, **each individual organization can receive the maximum of 3 grants** in the role of lead applicant. There is no limitation on the number of grants received in the role of project partner.

A project application **is not eligible for evaluation and funding** if it has been submitted by an organisation in the role of lead applicant or project partner **whose previous project implementation report for a project financed through the Ad Hoc Action Call for Proposals has not yet been approved.**

One individual organisation **can submit only one project application in the role of lead applicant at the same time, i.e. within the same monthly cycle of applications, undertaken by the Selection Committee.**

There are **no limitations to the number of projects submitted by organizations in the role of project partners.**

## ELIGIBLE PARTNERS

Partnership is not obligatory. A project may be implemented in partnership with one or more project partners. If a project is implemented in such a partnership, the applicant shall sign a partnership agreement with each of the project partners. In the application process, partners will have to sign a Partnership statement as part of the application.

A project partner is a public or private-law entity, commercial or non-commercial, as well as non-governmental organisation established as a legal person in any of the EEA Grants' donor countries – Iceland, Liechtenstein and Norway, any of the EEA Grants' beneficiary countries (beside Croatia, also Bulgaria, Cyprus, Czech Republic, Estonia, Greece, Hungary, Latvia,

<sup>6</sup> Article 1.2 of Protocol 38c on the EEA and Norwegian Financial Mechanisms (2014-2021)

Lithuania, Malta, Romania, Slovakia, Slovenia, Poland, Portugal), and/or countries outside the European Economic Area that have a common border with Croatia (Bosnia and Herzegovina, Montenegro and Serbia) or any inter-governmental organisation or a body or agency thereof that is actively involved in, and effectively contributing to, the implementation of a project. Projects including partnerships with entities from donor countries shall be scored with up to 5 additional points in the 2<sup>nd</sup> phase of selection process.

Eligible project partners are also informal groups under following conditions:

- informal group is not established for the purpose of personal gain;
- work for public good;
- are voluntary and non-discriminatory;
- are independent of local, regional and national authorities and other public institutions, political parties, religious communities, chambers and corporate entities.

Informal group shall be represented by a chosen individual as a signatory of partnership agreement. Informal group cannot be a direct beneficiary of project funding; their costs shall be carried by the project applicant organization.

## PROJECT SIZE AND DURATION

Budget for Ad-Hoc Action projects: € 215.000,00

The grant requested must be between following minimum and maximum amounts:

- Minimum: € 1.000,00
- Maximum: € 5.000,00

### *Project grant rate*

The maximum project grant rate indicated in the application may not exceed 90% of the total eligible project costs. The applicant shall provide the remaining co-financing (at least 10%) in the form of cash and/or in-kind contribution as voluntary work. The in-kind contribution may constitute up to 100% of the required co-financing. Detailed information on the calculation of the in-kind contribution is stipulated in the document Guidelines for Applicants.

### *Project duration*

Project duration is limited to minimum 1 and maximum 3 months.

## ELIGIBILITY OF EXPENSES

Costs within projects may be eligible from the date on which the grant is awarded or at a later date set in the project contract.

### *Indirect costs*

Indirect costs incurred in carrying out the project may be eligible for flat-rate funding, but the total must not exceed **15 % of the estimated total eligible personnel costs**

Project promoters have to be able to demonstrate that indirect costs of the project are proportionate to total administrative costs of their organisation.



Detailed information on eligibility of expenses is stipulated in the document Guidelines for Applicants

## APPLICATION PROCESS

Applicants shall prepare and fill in the form »Projektna prijava« ( Application Form) in accordance with instructions.

### *Deadline and submission process*

Complete application consists of:

- Complete application form –Project proposal (word),
- Complete form for project financial plan (excel),
- Scan of Applicant's statement (signed and stamped)
- Statute or the founding act of the Applicant Organisation – and all the amendments, legally published<sup>7</sup>
- Scan of partner statement (signed and stamped) - if applicable

All of the call documentation can be found at: <https://acfcroatia.hr/>

### **Language of the application form**

The application form and all the required annexes should only be submitted in Croatian with a project summary in English, irrespective of whether the project is submitted by a national entity only or in cooperation with a partner from a Donor State.

Application shall be submitted **only in electronic form** to the following e-mail address: [prijava.aha@acfcroatia.hr](mailto:prijava.aha@acfcroatia.hr). The subject of the submitting e-mail shall be: **Application to call for »Ad-Hoc Action« projects**

Applications submitted in any other form or way (for example via fax, regular mail, etc.) or to any other e-mail, shall be rejected without possibility of re-submission.

**Opening date of the application submission for Ad Hoc Action Projects is April 15, 2020.**

**Applications must be delivered to the e-mail provided above by the deadline indicated in the Public call step by step timeline (before the August 24, 2023) or until the funds are exhausted.** After submission of the project proposal, maximum 10 working days will be needed for the administrative assessment and evaluation of the project proposal by external evaluators. Selection Committee will hold regular monthly meetings every 5<sup>th</sup> working day of the month to make the decision on the selection of the evaluated project applications. All project applications received no later than 10 working days prior to the Selection Committee meeting will be reviewed by the Selection Committee during the same monthly cycle of Selection Committee meetings. Project applications that are received less than 10 working days prior to the Selection Committee meeting will be reviewed during the next monthly meeting of the Selection Committee.

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<sup>7</sup> if such a document is not available in an on-line public register

Applications delivered to the respective e-mails after that final deadline will be rejected (i.e. after the August 24, 2023 or until the funds are exhausted). Date and time of the arrival of the e-mail with a complete application and all necessary attachments will be considered based on the records of the Fund Operator's server, regardless of the date and time of when it was sent and regardless of the date and time of sending recorded by the sending server. Fund Operator assumes no responsibility for any delays in the delivery of application e-mail (for example, due to large attachments and server occupancy or network disruption, etc.).

Applicants will receive an automatic response on the delivery of their e-mail to the sending e-mail address. In case such response does not arrive to applicant's e-mail inbox or spam within two (2) hours after sending the application by e-mail, please contact us at + 385 1 5544 722 (SOLIDARNA Foundation), so we can check the status of your application on our side.

#### *Project proposal assessment procedure and criteria*

Prior to the quality evaluation of the project proposals, the FO will conduct the check of the eligibility of the applicants and administrative compliance assessment, as explained in the Guidelines for applicants.

In case the Application will miss certain parts (documents or information) that can be supplemented according to the above criteria, applicants will be invited to provide respective missing parts within 3 (three) working days. An invitation to provide the missing parts of the application will be sent to the e-mail address of the applicant listed in the application form (e-mail address of the contact person).

After the administrative eligibility assessment process is completed (maximum 5 working days after the submission of application), ineligible applicants will be notified of the rejection of their project proposals from further evaluation. Applicants of ineligible project proposals will have eight (3) calendar days available to appeal against the eligibility decision. The right to appeal may be exercised only once. Appeals will be considered by the Complaints Committee. The decision of the Committee is final. Appeal can be submitted at: [prigovori@acfcroatia.hr](mailto:prigovori@acfcroatia.hr).

#### *Application quality assessment*

Each project application that meets the administrative and eligibility criteria shall be evaluated by two impartial external experts according to the evaluation criteria published in the Guidelines for Applicants. For the purposes of ranking the project applications, the average of the scores awarded by the experts shall be used.

After the conclusion of expert evaluation of all project proposals, Selection Committee will make the final recommendation to the Fund Operator on project proposals that shall be funded. The decision of the Fund Operator is final and may not be changed.

Project proposals scoring a minimum of 60 points in quality assessment will be recommended for funding. Around 43 projects will be supported during the entire program period from April 15, 2020 to August 24, 2023.

#### *Notification on selection and appeal procedure*

Applicants will be notified on the selection of their project proposals via e-mail indicated in application form, according to Step by Step timeline.

The decision of the Fund Operator to approve or disapprove support is final. Any organization that has participated in the application process for this Call may file a complaint with the Fund Operator Complaint Committee within 8 calendar days from the date of receipt of the notification of the results of the Call in the event that it has noticed any deficiencies in the implementation of the established procedure for assessing the quality of its application. Complaints must be submitted exclusively to the following e-mail address: [prigovori@acfcroatia.hr](mailto:prigovori@acfcroatia.hr). The Complaint Committee is obliged to respond to the complaint within 10 calendar days from the day of receipt. The right to appeal can be exercised once. The decision of the Complaint Committee is final.

## ADDITIONAL INFORMATION AND SUPPORT FOR THE APPLICANTS

From the moment the Call opens, applicants will have a wide range of support activities and services at their disposal: info workshops in March and April 2020, additional individual assistance organised on 4 different locations in under-served areas in April 2020, and brief counselling via phone or e-mail at [podrska@acfcroatia.hr](mailto:podrska@acfcroatia.hr), continuously until the available funds are exhausted. Answers to applicants' questions asked via phone or e-mail will also be updated and published weekly on the Active Citizens Fund in Croatia web site <https://acfcroatia.hr/>

In the phase of project application, individual personal assistance will be available upon request. Telephone and e-mail support will also be available until one week before the application deadline. All inquiries concerning the call for proposals should be directed to [podrska@acfcroatia.hr](mailto:podrska@acfcroatia.hr). All questions and answers will be replied within one week and will be published on the Programme's website.

With brief questions applicants can turn to: Jelena-Gordana Zloić (+385 31 213255) or Renata Toić (+385 51 332750) or Petra Mađerčić (+ 385 1 5544 722).

Timetable of workshops:

Event	Main purpose	Date	Venue
Information workshop	Detailed presentation of the call for proposal, especially result framework	March 12, 2020	Osijek
		March 31, 2020	Rijeka
		April 1, 2020	Zagreb
		April 3, 2020	Zadar

## PUBLIC CALL STEP BY STEP TIMELINE

Date	Step
March 10, 2020	Publication date of Call for »Ad-Hoc Action« projects
From March 16, 2020	Phone and e-mail counselling
March 12, 2020 March 31, 2020 April 1, 2020 April 3, 2020	Info workshop in Osijek Info workshop in Rijeka Info workshop in Zagreb Info workshop in Zadar
April 15, 2020	Opening date for the submission of application for Ad Hoc Action Projects
Maximum 5 working days after submission of project proposal	Applicant and application eligibility check including possibility of submission of supplementing information and documentation within 3 working days upon request from Fund Operator

Maximum 1 working day after submission of project proposal	Notification of applicants of the results of the eligibility check
Maximum 8 calendar days since receipt of notification of eligibility check	Appeal against eligibility decision, submitted to Complaints Committee, to be processed in a separate procedure
Maximum 5 working days after eligibility check	Project proposal evaluation by external assessors
On a monthly basis – on a fixed date, i.e. every 5 <sup>th</sup> working day of the month, announced on the Programme’s website	Selection Committee meeting
Maximum 2 working days after the Selection Committee meeting	Preparation of decision argumentations
Maximum 1 working day after preparation of decision argumentations	Notification of applicants
Closing date of the call for Ad Hoc Action Projects	August 24, 2023 or until funds for each thematic allocation are exhausted.

For more information, visit our website: [www.acfcroatia.hr](http://www.acfcroatia.hr) where you can find all information and documentation relating to this Call, including the **Application Form**, **Guidelines for Applicants**, as well as a list of **Frequently Asked Questions**.

In accordance with the terms and conditions for the *Active Citizens Fund* in Croatia, the Fund Operator has established a Complaints Committee to review complaints regarding the potential irregularities regarding the implementation of the Programme, i.e. complaints about suspected non-compliance with the principles of good governance in relation to the implementation of the Programme. All complaints are first assessed by the Fund Operator. A complainant who is not satisfied with the conclusion made by the Fund Operator has the right to take the case to the Complaints Committee, which includes one member who is external to the Fund Operator and its Board and does not include programme staff responsible for assessing project applications.

The complaints must be fully justified and submitted electronically to the following email: [prigovori@acfcroatia.hr](mailto:prigovori@acfcroatia.hr)