Fonds canadien de la radio communautaire

Community Radio Fund of Canada

SERVICE STANDARDS

In an effort to provide quality service to the entire campus, community, and Indigenous radio sector, the CRFC has developed these service delivery standards. Our staff is always happy to inform applicants about the eligibility of their organization and project, guide them through the application process, and answer questions about our programs as well as other inquiries.

In normal circumstances, here are the **CRFC service standards**:

1. The CRFC will follow up on any request made by email or telephone within **two (2) business days**.

2. The CRFC can provide feedback on a draft application for funding if it is made earlier than **five (5) business days** before the application deadline depending on the number of requests.

3. The CRFC automatically acknowledges receipt, by email, of any funding applications received through the CRFC's online platform.

4. If an applicant is not eligible for funding, the CRFC will send a letter by email within **ten (10) business days** of the application deadline.

5. If a project proposal is not eligible for funding based on the program guidelines, the CRFC will send a letter within **two (2) months** of the application deadline. The letter will include the reasons for the application's ineligibility.

6. A contribution agreement will be signed by both parties within **three (3) months** of funding decisions. Since this is a shared responsibility between the CRFC and the recipient, compliance with this rule implies the cooperation of the recipient.

7. Following reception of a complete progress report[1], the CRFC will evaluate the report and provide a recommendation regarding the installment of the financial contribution, as indicated in the contribution agreement, within **ten (10) business days**.

[1] A complete progress report includes: a progress report form, including a financial report, submitted by the recipient and deemed satisfactory by the CRFC.

8. Following the reception of a complete final report[2], the CRFC will evaluate the report and

provide a recommendation regarding the installment of the financial contribution, as indicated in the contribution agreement, within **twenty (20) business days**.

9. Following the recommendation of an installment of the financial contribution, the CRFC will issue a payment to the recipient within **twenty-five (25) business days**.

10. The CRFC will respond to any request to amend the contribution agreement **within five (5) business days**.

11. Upon the decision to amend the contribution agreement, an amendment will be sent to the recipient within **ten (10) business days**.

12. If the CRFC is unable to meet the prescribed service standards, it shall immediately notify the recipient.

If you feel that you have not received a service corresponding to the above standards, you can contact us at any time by phone (613-321-3513) or email (prog@crfc-fcrc.ca) to share your experience.

[2] A complete final report includes: a final report form submitted by the recipient and deemed satisfactory by the CRFC, a final financial report which may include official proof of expenses such as pays stubs, copies of cheques, receipts, bank statements, etc., the programming or examples of the programming produced during the funding term, copies of any documents, tools or material produced during the funding term as well as any other documents requested by the CRFC.