



OST OFFICE
Grant Award Contestation and Complaint Procedures

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OST Office Grant Award Decision Contestation Procedures

1. Purpose and Scope

The Office of Out of School Time Grants and Youth Outcomes (OST Office) is committed to a fair and transparent grant award process. This policy outlines the procedures for applicants to submit a contestation in response to a Request for Applications (RFA) grant award decision.

- A **Contest** refers to an identified error(s), perceived conflict of interest, or misconduct that may have affected the award decision or dollar amount (not) awarded.

2. Submission Guidelines for Applicants

To ensure transparency, these procedures will be published on the [Learn24 website](#). A link to this policy will be included in all RFAs and non-award notification letters.

A. How to Submit - All contests must be submitted in writing by emailing Learn24@dc.gov.

B. What to Include - Submissions must include, at a minimum (see Form):

- The name of the specific grant competition/RFA.
- A clear statement of the applicant's position.
- A detailed summary of facts and reasons supporting the position.
- Any relevant documentation or evidence (e.g., email chains, screenshots, copies of the application, etc.).

C. Deadlines to Contest Grant Award Decision(s) - Must be submitted within **[14] calendar days** of the grant award decisions notifications date.

3. Agency Review and Response Procedures

Upon receipt of a written contest, a thorough review of the submission will be completed by the Supervisory Grants Management Specialist, Deputy Director, and Executive Director of the OST Office, and if necessary, the Deputy Mayor for Education's Legal Counsel.

A. OST Office Contestation Investigation

- Upon receipt of the written grant award decision contestation, the Supervisory Grants Management Specialist will acknowledge receipt of the contest via email, catalog the challenge, and notify the OST Office team designees within [2] business days.
- The OST Office team designees will review and investigate the submission to determine if an error, conflict, or misconduct occurred.
- The OST Office may, at its discretion, as a part of the investigation process, request an Applicant Debrief Call for the purpose of understanding and walking through the complainant's expressed concerns, and to provide an overview of the grant award decision-making process prior to making a final determination.

B. Final Decision – The Executive Director of the OST Office will issue a final written decision in consideration of the contestation and the results of the Office's investigation into the contest.

- If a contest results in a change to an award decision or award amount, the OST Office will document the rationale in the central grant record and will notify all impacted parties in writing within ten (10) business days of the final decision.
- If there is a new, increased, or decreased award amount as a result of the formal contestation, official notification of the updated amount will be made in writing by the OST Office to all relevant and impacted parties. Any changes in grant award amounts will be communicated by the OST Office to the District's Office of the Chief Financial Officer to ensure updated award amounts are reflected in the District's fiscal management system.

Due to the thorough and extensive nature of the contestation review process, all decisions made as a result of an award decision contestation are final and are not subject to review, appeal, or protest.



OST Office Request for Applications Complaint Procedures

1. Purpose and Scope

The Office of Out of School Time Grants and Youth Outcomes (OST Office) is committed to a fair and transparent grant awarding process. This document outlines the procedures for applicants to submit a complaint in response to a Request for Applications (RFA) grant application and/or grant award decision.

- A **Complaint** refers to general feedback or concerns regarding the grant application process and that do not necessarily impact the final award decision.

2. Submission Guidelines for Applicants

To ensure transparency, these procedures will be published on the [Learn24 website](#). A link to this policy will be included in all RFAs and non-award notification letters.

A. How to Submit – All complaints must be submitted in writing by emailing Learn24@dc.gov.

B. What to Include – Submissions must include, at a minimum:

- The name of the specific grant competition/RFA.
- A clear statement of the applicant's position.
- A detailed summary of facts and reasons supporting the position.
- Any relevant documentation or evidence (e.g., email chains, screenshots, copies of the application, etc.).

C. Deadlines – May be submitted at any time. The OST Office encourages submission within **30 calendar days** of the event/incident.

3. Agency Review and Response Procedures

Upon receipt of the written complaint, a thorough review of the submission will be completed by the Supervisory Grants Management Specialist, Deputy Director, and Executive Director of the OST Office, and if necessary, the Deputy Mayor for Education's Legal Counsel.

A. Internal Processing

- Upon receipt of the written complaint, the Supervisory Grants Management Specialist will acknowledge receipt of the complaint via email, catalog the challenge, and notify the internal OST Office team designees within [2] business days.
- The OST Office team designees will review and investigate the submission.
- The OST Office may, at its discretion, as a part of the review process, request a Debrief Call for the purpose of understanding and walking through the complainant's expressed concerns and to discuss the concerns, prior to making a final determination.

B. Final Determination – The Executive Director of the OST Office will issue a final written response, taking into consideration the complaint that has been submitted.

- If a complaint results in a change to an award decision, the OST Office will document the rationale in the central grant record and will notify all impacted parties in writing within ten (10) business days of the final determination.
- If the complaint results in a new, increased, or decreased grant award amount as a result of the formal complaint, official notification will be made in writing by the OST Office to all relevant and impacted parties. Any changes in grant award amounts will be communicated by the OST Office to the District's Office of the Chief Financial Officer to ensure updated award amounts are reflected in the District's fiscal management system.

The OST Office team appreciates all feedback shared and we take all complaints seriously. We adopt a thorough and reflective complaint review process. Due to the thorough and extensive nature of the complaint review process, all decisions made as a result of a submitted complaint are final and are not subject to review, appeal, or protest.



OST Office Grant Award Decision Contest or General Complaint Form

In the spirit of transparency and continuous growth and improvement, to formally submit a contestation (grant award decision or dollar amount) or complaint to the OST Office, please complete the below form and submit with all relevant documentation via email to Learn24@dc.gov using subject line: “OST Office Grant Award Decision Contestation” or “OST Office Complaint”.

Name of Organization: _____

Name of Grant Competition (if applicable): _____

Please select organization’s position: Contestation Complaint

Please provide a clear statement and description of the organization’s position:

Please provide a detailed summary of facts and reasons supporting the position (attach relevant documentation if applicable).
