Section 5.9.2: Request for Further Information or Document Revision

PURPOSE AND POLICY

Once the grant application is submitted, communication between the grantor and the grant program manager may be necessary. This will include a grantor's request for additional information about the application or a request to revise application documents.

PROCEDURE

If a grant program manager receives a query from a funder requesting additional information or revisions to the application, he/she should carefully document the request, determine how to submit the revisions (email to the requester, via an e-grants system, etc.) and ask for a deadline.

Internally, the grant program manager should determine if he/she has the necessary information or will need to consult others. If agency staff can make this revision, this should be done immediately (i.e., if the grantor requests additional information about the agency's finances, the agency's financial representative should provide the requested information to the grant program manager within one business day).

In some cases, the grant program manager may need to consult with stakeholders or experts outside his/her agency. The grant program manager should make the initial contact with a phone call to make the request, then follow up with a specific question or set of questions to be answered in writing. All such requests should be sent with a deadline.

Once the grant program manager has obtained the requested information, the response should be sent in a timely manner (certainly by the grantor's deadline). The grant program manager should request confirmation that the information was received.

The grant program manager should document all details in these types of requests from the grantor in the grant file. An automated system such as eCivis allows the grant program manager to include notes in the web-based grant file.