



[REDACTED]

3 March 2022

Dear [REDACTED]

**Freedom of Information request: FOI2022/00063**

Thank you for your Freedom of Information request received on the 17 February in which you requested the following:

**Your request:**

1. *What is the target time to turn around a grant claim once it's been submitted please?*
2. *Is there a target for getting a Project Change Request approved?*

**Our response**

I can confirm UK Research and Innovation (UKRI) hold information relevant to your request. Please see the information below.

**1. *What is the target time to turn around a grant claim once it's been submitted please?***

Details on the target turnaround time can be found in the terms and conditions listed in the Grant Offer Letter (GOL) under the "Payment of Grant" section which is highlighted below.

*"Innovate UK will normally pay the grant within 30 days, unless we need further information to support the claim. We agree to raise requests for further information, if any, within 14 days of receiving the claim"*

It should be noted that the 30 days begins when Monitoring Officer (MO) approval has been provided.

**2. *Is there a target for getting a Project Change Request approved?***

Due to the various types of change requests and the complexity behind certain ones there is no fixed service level agreement (SLA). We aim for 30 days from MO submission to Innovate UK but that can vary if we require further checks and information.

If you have any queries regarding our response or you are unhappy with the outcome of your request and wish to seek an internal review of the decision, please contact:

Head of Information Governance

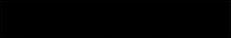
Email: [foi@ukri.org](mailto:foi@ukri.org) or [infogovernance@ukri.org](mailto:infogovernance@ukri.org)

Please quote the reference number above in any future communications.

If you are still not content with the outcome of the internal review, you may apply to refer the matter to the Information Commissioner for a decision. Generally, the ICO cannot make a decision unless you have exhausted the review procedure provided by UKRI. The Information Commissioner can be contacted at: <http://www.ico.gov.uk/>

If you wish to raise a complaint regarding the service you have received or the conduct of any UKRI staff in relation to your request, please see UKRI's complaints policy: <https://www.ukri.org/about-us/policies-and-standards/complaints-policy/>

Yours sincerely,

  
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Information Rights Team  
UK Research and Innovation  
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