

eCase Key Terms List

Key terms	Example complaint issue
(C) Appeal not accepted	Add to existing cases when applicable. Used for reporting.
(C) Escalation to full formal process	Used to track conversion of CMPT1 – Informal and NCOM cases to full formal cases where a formal investigation is taking place.
Bullying and harassment (External)	<u>Out of scope</u> where we have signposted to external organisation's complaints process
(C) Grant Application processes	Related to application process
(C) Grant Decision Making processes	Related to policies or processes affecting grant decision-making e.g. Outliers policy
(C) Grant Decision Making – Assessor / peer review process	Assessor or peer review decision making, not following process or precedent
(C) Grant Decision Making – Panel process	Panel decision making, not following process or precedent, conflicts of interest concerns
(C) Grant Decision Making – Interview process	Lack of information supplied before the interview, interview panel members' conduct and preparation
(C) Grant Decision Making – Pre-Peer Review / Eligibility	Decision making in the stage after application submission and before going to peer review
(C) Grant post-award and payment	Related to grant payments or claims; all issues arising post-award
(C) Research misconduct (internal)	Fabrication, falsification, plagiarism, misrepresentation, mismanagement or inadequate preservation of data and/or primary materials, and breach of duty of care by UKRI funded researcher that we have signposted to Research Integrity
(C) Research Misconduct (external)	<u>Out of scope</u> but used for to capture where we have signposted to Research Integrity wider work and guidance.
Commercial	Concern about UKRI procurement process
Conflict of Interest	Concerns in the Peer Review/Assessor and or Panel stages of assessment; concerns about staff (including boards and councils) in the governance of UKRI
Customer service	Dissatisfaction with staff handling / attitude / timeliness of response
(C) EDI - General	General issues concerning EDI at UKRI
(C) EDI – Reasonable adjustments	Complainant has a protected characteristic for which UKRI did not take account
(C) EDI – Discrimination	Complainant encountered discrimination based on a protected characteristic
(C) EDI – Data	Concerns about if/how/when UKRI collects EDI data for use in the application / evaluation process or as project criteria
(C) EDI - Recruitment	Concerns about fairness in the recruitment process; lack of EDI considerations within the recruitment process
Finance	Concern about UKRI's financial processes
Funding Distribution	Concern about UKRI's decision to award funding to projects or organisations

Global Talent Visa	Issues associated with the scheme
IT Information	Trouble using Funding Finder or application platforms; website email addresses not working; information published on GtR; all AI-related concerns
Legal	Potentially involving legal action / failure to follow legal obligations
Organisation ethics / behaviours	Concerns about adherence to Nolan Principles; organisational behaviours, responses or ethical decision-making
Recruitment	Delays to UKRI recruitment; recruitment processes and decision-making
Staff or worker grievance	<u>Out of scope</u> but used to capture where we have signposted to UKRI internal Grievance process or HR team
Staff Handling of Information requests	Staff Handling of information rights requests or service received
Universities / HEIs	<u>Out of scope</u> but used to capture where we have signposted to university process; includes queries involving Research Organisations