

10 Tips for Developing and Administering Fair Rebate Programs

COMMUNICATING PROGRAM RULES

1

Explain the Application Process

Post details about how individuals can apply for the rebate, and all the applicable rules, on the municipality's website.

2

Clarify the Eligibility Criteria

Explain the eligibility criteria in plain language, and ensure the criteria are communicated clearly and consistently in the application form, terms and conditions, brochures, and via social media.

3

Be Transparent

Disclose any conditions or limitations of the rebate program to potential applicants.

This will help ensure applicants have a clear understanding of how likely they are to be successful in receiving the rebate.

4

Make the Information Easily Accessible

State the terms and conditions of the program at the beginning of the application process.

This will ensure applicants understand all terms and conditions of the program before entering the required data into their application.

ADMINISTERING THE PROGRAM

5

Follow Your Rules

Administer the program in accordance with your publicly posted program information. If the rules or processes change after the program has launched, explain what has happened and why to all affected applicants.



6

Retain Application Information

Keep the information you used to determine each applicant's eligibility for the program.

Keeping this information ensures accountability of the decision-making process while allowing meaningful reviews to occur during and after the program.

ISSUING DECISIONS

7

Put the Decision in Writing

Give all applicants a written decision within a reasonable time frame. Sign the decision and list a point of contact for the applicant, should they wish to follow up about the decision.

8

Provide Reasons for the Decision

The written decision should include reasons for your decision.

Explain if Discretion was Exercised

9

If the decision maker has discretion (e.g., to relax or vary the eligibility criteria, or to consider each application on a case-by-case basis), the decision should explain this. The decision should then say why and how you applied discretion in each case.

10

Advise Applicants of Available Reviews

The decision should clearly explain whether there are any reviews or appeals available and how applicants can access those levels of review.

Best Practice Guidelines for Municipalities



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