

Network Agreement

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Appendix 1

Bat Group Complaints Procedure

If you have a complaint it is always best to speak directly to the Bat Conservation Trust (BCT) employee concerned at the time of the incident. Our staff will welcome the opportunity to discuss, and work towards resolving, any concerns you may have. Informal resolution of a complaint is always preferable and usually the most effective.

If this is not possible, or the response does not satisfy the group, the complaint should be submitted by **the nominated bat group contact** in writing (letter or email) to:

Lisa Worledge, Partnerships Officer, in the first instance:

Email lworledge@bats.org.uk or write to the Bat Conservation Trust, Quadrant House, 250 Kennington Lane, London. SE11 5RD

Or Karen Haysom, Conservation Director, if the complaint is regarding the Partnerships Officer:

Email khaysom@bats.org.uk or write to the Bat Conservation Trust, Quadrant House, 250 Kennington Lane, London. SE11 5RD

BCT will acknowledge receipt and ensure that the complaint is investigated. If you have not received acknowledgement of receipt within 5 working days, please call the BCT office on 0207 627 2629 and ask to speak to the member of staff to whom the complaint was sent. This will help to establish the reason for delay: for example, in instances where the member of staff is on leave, or away from the office with limited access to email; or the complaint has not been received.

A response to the Network Group's nominated contact will be sent within 10 working days of receipt. If it is not possible to respond within this time, notification of this will be sent within 5 working days to the group. In such instances, the group will be given an indication as to when a response will be made.

The following information should be included in a formal written complaint:

What the complaint is regarding

Who is making the complaint (e.g. an individual within the group or the Committee)

What went wrong

When it happened

Who was involved

Have the member(s) of staff concerned been contacted already. If yes, what was the outcome.

What the group envisages as an appropriate course of action by BCT

Appeal

If the group is still unhappy about the outcome of the complaint, it may appeal directly to the Chief Executive or Chair of BCT. The appeal should be made in writing by letter or email. The Chief Executive or Chair will acknowledge receipt of the complaint and respond in the timescale given above.

Julia Hanmer, Chief Executive:

Email jhanmer@bats.org.uk or write to the Bat Conservation Trust, Quadrant House, 250 Kennington Lane, London. SE11 5RD

Dr Kate Jones, Chair:

Email chair@bats.org.uk or write to the Bat Conservation Trust, Quadrant House, 250 Kennington Lane, London. SE11 5RD

Malicious complaints

We acknowledge that sometimes mistakes are made and we welcome the opportunity to improve our services. However, we will not allow our staff to be the recipients of abusive or malicious complaints. Where we find that the nominated bat group contact has made a complaint of this nature on behalf of the group, appropriate action will be considered. This may include:

- A request that the complainant steps down as the nominated contact
- In extreme circumstances, termination of the Network Agreement

Data protection

All complaints are taken very seriously. They will be handled in confidence and will follow the procedure below to ensure our commitment to a quality service.

We will ensure confidentiality but there may be the need to share information with those who need to know about the complaint in order to resolve it. This information will be handled according to the Data Protection Act.

Where BCT has a complaint about the bat group, BCT will follow the bat group's own complaint procedure. Where the group does not have a procedure, the Bat Group Officer will, in the first instance, speak directly to the nominated bat group contact.

Where this is not possible, or the response does not satisfy BCT, then the Bat Group Officer may contact the Bat Group Chair.

In the event that those concerns are not acknowledged within 10 days, and/or if BCT is not satisfied with the outcome, in extreme circumstances, BCT may consider terminating the Network Agreement.

Appendix 2

What Network Groups and other groups can expect from BCT: an overview

There are two BCT-bat group relationship categories: Partner Group and Network Group.

All bat groups, including Network Groups and groups that have no formal relationship with BCT, have access to:

- Information and reports on the BCT website
- A selection of free leaflets and publications
- Training, networking and knowledge sharing opportunities delivered through:
 - The annual National Bat Conference
 - Regional Conferences
- Networking and knowledge sharing opportunities delivered through:
 - The annual Bat Worker Forum, held at the National Bat Conference

Partner and Network Groups will:

- Receive the bat worker bulletins that contain information such as:
 - BCT updates, including new reports and projects
 - Funding opportunities
 - Rabies information, including information on latest cases
 - Policy and legislation updates
 - New external guidance
- Have the option to opt-into BCT's third party liability insurance
- Receive details of BCT members who have specified an interest in joining their local bat group

Partner Groups, only, will be:

- Given priority with regard to bat group needs and enquiries
- Allowed to nominate Partner Group Bat Group Nominated Trustee(s) for the BCT Board of Trustees
- Eligible to apply for the Partner Group Support Fund: Project Grant, a grant to support local conservation projects and activities
- Eligible for a Partner Group Support Fund: National Conference Bursary
- Given access to a password protected Partner Group section on the BCT website, which hosts resources such as the Bat Group Development Guidelines, funding opportunities, photos from our image library, the latest issue of Bat News and other relevant supporting information
- Given the option to opt-into BCT's third party liability insurance for a preferential annual donation amount
- Provided with a BCT Partner Group logo for use in bat group displays, websites, publication and funding applications, etc.

Appendix 3

Insurance for Network and Partner Groups

Network and Partner Groups are covered under BCT's Public Liability insurance, subject to the stated policy terms and conditions. This cover has an indemnity limit of £5,000,000 for any one claim arising out of one event.

To help BCT cover administration costs, we request that bat group's which do not have cover elsewhere, make an annual donation, related to the group's average annual income and relationship with BCT.

Suggested donations

If a group has its own third party liability insurance independent of BCT's policy, a donation is not requested (on the understanding that, should a claim need to be made, the group would refer to their own policy).

Suggested donations for Partner and Network Groups that do not have separate insurance policies are given in the tables below.

Partner Groups	
<i>Average annual income</i>	<i>Suggested donation towards insurance</i>
≤ £200	£10
> £200 - £400	£25
> £400	£45

Network Groups	
<i>Average annual income</i>	<i>Suggested donation towards insurance</i>
≤ £200	£25
>£200 – 400	£45
>£400 – 1,000	£65
>£1,000	£85

Who is covered under BCT's policy?

- Members of Partner and Network Groups.

Eligibility

- Those acting on behalf of the bat group must be doing so in a voluntary capacity, and in the full knowledge of other members of the group.
- Event leaders must ensure that an appropriate **risk assessment** has been undertaken prior to the event, and that all others involved in the event are fully aware of relevant health and safety issues.

What is covered?

- Third party injury and damage caused by bat group members.
- Third party injury and damage caused by members of the public attending the bat group event.
- Legal costs and expenses incurred in the defence or settlement of any claim under this policy are also insured.

What is not covered?

- Personal injury.
- Loss/damage to equipment.
- Work that is undertaken on behalf of a Statutory Nature Conservation Agency.

- Contract work undertaken privately by the bat group i.e. where a fee is charged (this does not include donations that may be made to the group following or during an event).
- Damage to property owned, leased, hired or loaned by the group.
- Damage caused by motor vehicles.

Is there an excess?

- Yes, £250 on each and every claim in respect of third party property damage. The bat group will be responsible for paying this excess should a claim be made.