

Network Agreement

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Appendix 1

Bat Group Complaints Procedure

If you have a 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:

Laura Dunne, Bat Groups Officer, in the first instance:

Email ldunne@bats.org.uk or write to the Bat Conservation Trust, 15 Cloisters House, 8 Battersea Park Road, London SW8 4BG

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

Email khaysom@bats.org.uk or write to the Bat Conservation Trust, 15 Cloisters House, 8 Battersea Park Road, London SW8 4BG

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, 15 Cloisters House, 8 Battersea Park Road, London SW8 4BG.

Ian Dunbar, Chair:

Email chair@bats.org.uk or write to the Bat Conservation Trust, 15 Cloisters House, 8 Battersea Park Road, London SW8 4BG.

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

Overview of differences between the Network Group and other BCT-bat group relationship categories

There are three BCT-bat group relationship categories: Partner Group, Network Group and No Relationship Group.

All bat groups, including No Relationship Groups and Network Groups, will 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 Conference
 - Biennial Regional Conferences in England/Annual BCT Bat Worker Conferences in Wales and Scotland
- Networking and knowledge sharing opportunities delivered through:
 - Two annual Bat Worker Forums (one in spring and one at the National 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 representative(s) onto the BCT Board of Trustees (subject to the required change to BCT's Articles being approved at the next AGM)
- 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 a password for a new Partner Group section on the BCT website, which is being developed, and that will host resources such as the Bat Group Development Guidelines, funding opportunities, and other relevant supporting information.
- Provided with a BCT Partner Group logo for use in bat group displays, websites, publication and funding applications, etc
- Given the option to opt-into BCT's third party liability insurance at a preferential rate

Appendix 3

Optional insurance cover: rates for Network and Partner Groups

BCT offers Public Liability insurance for a limit of indemnity of £5,500,000 for any one claim arising out of one event.

Partner and Network Groups are both eligible for this insurance. The annual financial contribution required to opt into the policy is determined by:

- The relationship category chosen by the group - Partner Groups will be offered insurance at a preferential rate; and
- The group's income from the last annual reporting period - concessionary rates will be offered to groups with a lower annual income.

Payment categories and rates

Partner Group	
<i>Annual income*</i>	<i>Contribution required to opt into insurance</i>
≤ £200	£10
> £200 - £400	£25
> £400	£45

Network Group	
<i>Annual income*</i>	<i>Contribution required to opt into insurance</i>
≤ £200	£25
>£200 – 400	£45
>£400 – 1,000	£65
>£1,000	£85

* From the group's last reporting period

Any one claim arising out of one event for indemnity of up to £5,500,000. Costs and expenses in defending any claim are also covered.

Who is the Insured?

Members of Partner and Network Groups who have formally opted into BCT's insurance.

What is covered?

- Third party injury and damage caused by members of affiliated bat groups who are on voluntary bat group business, provided that business is undertaken with the full knowledge of other members of the group.
- Third party injury and damage caused by members of the public attending public walks, talks and events organised by affiliated groups.
- This liability extends to other bat workers taking part in the event (provided those bat workers are members of the bat group).
- Legal costs and expenses incurred in the defence or settlement of any claim under this policy are also insured.
- Please note, although a claim may be made under this policy, negligence still has to be proven in order for a payment to be made.

When does cover apply?

When Partner/Network Group members are acting on behalf of the group, including underground visits.

Is there an excess?

Yes, £250 each and every claim in respect of third party property damage.

What is not covered?

- Personal accident or loss/damage to equipment – whether personal or owned by the group.
- Work that is done on behalf of a Statutory Nature Conservation Agency
- Contract work taken privately by the bat group i.e. where a fee is charged.
- Damage caused by motor vehicles.
- Damage to property owned, leased, hired or loaned by the group.

Equipment

The use of the following equipment is permitted under this policy:-

- Ladders, provided the total extended height does not exceed 6 metres
- Ropes, provided they are adequately secured and are not used to support a persons full weight. Gloves should be worn when using ropes.

If additional equipment is to be used please check with BCT that its use will be covered by the policy before undertaking the activity.

Other Points to note

Only those events in which it is reasonable for a bat group to be involved will be covered by this insurance.

Before undertaking an event the bat worker should carry out a survey of the route, in daylight, to determine any hazards that may exist.

All bat workers taking part in the event should comply with basic health and safety, including that set out in the bat workers manual (including the use of hard hats underground) and un-necessary risks should be avoided.

Prior to the event those taking part in the event should be given a basic safety briefing pointing out any hazards (e.g. uneven ground at night) and bat workers should ensure that all those taking part in the event are properly equipped, which includes being adequately clothed.