

Partner & 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 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** via an email to the relevant members of staff as set out below.

Bat Groups Officer, in the first instance (for groups in England, Wales, Northern Ireland, Isle of Man and Channel Islands):

Abby Packham:
Email batgroups@bats.org.uk

Or the Scottish Officer (for groups in Scotland):

Claudia Gebhardt:
Email cgebhardt@bats.org.uk

Or Allyson Walsh, Head of Conservation Services, if the complaint is regarding one of the two contacts above:

Email awalsh@bats.org.uk

BCT will acknowledge receipt and ensure that the complaint is investigated. If you have not received acknowledgement of receipt within five working days, please call the BCT office on 020 7735 6663 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 group's nominated contact will be sent within 20 working days of receipt. If it is not possible to respond within this time, notification of this will be sent within five 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 one of the members of the BCT Senior Management Team listed below or the Chair of BCT. The appeal should be made in writing by letter or email. The relevant person will acknowledge receipt of the complaint and respond in the timescale given above.

Lisa Worledge, Director of Conservation:

Email lworledge@bats.org.uk

Kit Stoner, Chief Executive Officer:

Email kstoner@bats.org.uk

Jean Matthews, Chair, via the Executive Assistant:

Email ysmith@bats.org.uk

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 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 to resolve it. This information will be handled according to the Data Protection Act (2018).

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 Groups Officer or relevant member of staff 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 Groups Officer or relevant member of staff may contact the Bat Group Chair.

In the event 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 Agreement.

Appendix 2

What Partner 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 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 National Bat Conference
 - Regional conferences in England
 - The Scottish Bat Workers Conference and the Spring into Action Day
 - The Wales Bat Workers Day
 - A variety of other events and training courses
- Networking and knowledge sharing opportunities delivered through the annual Bat Worker Forum

Partner and Network Groups will:

- Receive the bat group 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
 - Updates on new research papers and reports
 - Details of new or revised guidance
- Have the option to opt-into BCT's third party liability insurance for a suggested annual donation amount (to cover administration costs of insurance)
- Receive contact details of BCT members who have specified an interest in joining their bat group

Partner Groups, only, will be:

- Given priority with regard to bat group needs and enquiries
- Allowed to nominate trustee(s) for the BCT Board of Trustees (in addition to the nominations of trustees able to be made by BCT members)
- 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
- Provide logins for each Partner Group to access a dedicated Partner Group Area on the BCT website, which hosts the latest Bat News and Young Bat Worker, partner group logos, photographs for bat group use, an introduction to bats talk, year round information on the Partner Group Support Fund, and suggested talks that can be requested from BCT
- Given the option to opt-into BCT's third party liability insurance for a preferential suggested annual donation amount (to cover administration costs of insurance)
- Provided with a BCT Partner Group logo for use in bat group displays, websites, publication and funding applications, etc., should the bat group wish to make use of it

Appendix 3

Insurance cover for Partner and Network Groups

Partner and Network Groups are covered under BCT's Public Liability insurance, also called third-party liability insurance, subject to the stated policy terms and conditions, including compliance with BCT's safeguarding policy. This cover has an indemnity limit of £10,000,000 for any one occurrence or series of occurrences arising out of one event. The insurance considers a bat group to be a "Charitable Organisation working to conserve bats and their habitat through studying, monitoring, and advising on their populations and ecosystems".

To help BCT cover administration costs, we request that bat groups, 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		Network Groups	
<i>Average annual income</i>	<i>Suggested donation towards insurance</i>	<i>Average annual income</i>	<i>Suggested donation towards insurance</i>
≤ £200	£12	≤ £200	£30
> £200 - £400	£30	>£200 – 400	£55
> £400	£55	>£400 – 1,000	£78
		>£1,000	£100

Who is covered under BCT's policy?

- Members of Partner and Network Bat Groups.
- Members of the public taking part in bat group activities in full knowledge of relevant members of the group such as the event leaders.

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, to ensure the cover is valid.
- Event leaders must ensure compliance with BCT's safeguarding policy.

When does cover apply?

- When members are acting on behalf of the bat group, including underground visits.

What is covered?

- Legal liability for third party injury and damage caused by members of the bat group who are on voluntary bat group business, provided that business is undertaken with the full knowledge of other members of the group.
- Legal liability for third party injury and damage caused by members of the public attending public walks, talks and events organised by the bat group.
- 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.

What is not covered?

- Personal accident.
- 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 (this does not include donations that may be made to the group following or during an event).
- Damage caused by motor vehicles.
- Damage to property owned, leased, hired or loaned by the group.
- Professional Indemnity exposures

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.

Notification of incidents

- BCT must be notified, as soon as possible, of any matter that could potentially lead to a claim under the insurance policy.

Appendix 4

BCT's Strategic Objectives

- **Discover:** To ensure scientific evidence is in place to support bat conservation
- **Act:** To secure and enhance bat populations and their resilience in a changing world
- **Inspire:** To win the levels of support required to secure and enhance bat populations
- **Strengthen:** BCT to achieve financial stability and sustainable staff workloads. Staff and volunteers are motivated and well led.