Calderdale Badger Protection Group

Appeals Policy and Procedures

Aims

- *To ensure that making an appeal is easy as possible*
- *To ensure appeals are treated seriously, fairly and consistently*
- *To ensure any appeal is dealt with in a timely manner and in confidence*
- *To learn from any appeals and use feedback to review and improve our service*

In order to protect the interests of the members we will:

- Inform members, and the public where requested, of the appeal procedure.
- Encourage members to make us aware of any issues they may have.
- Document and address any appeal in a confidential manner.
- Acknowledge receipt of an appeal within an appropriate time-frame.
- Treat appeals fairly and seriously.
- Involve all relevant parties in dealing with the appeal.
- Have a staged appeals procedure.
- Attempt to resolve any issues quickly, ethically and fairly.
- Monitor appeals to inform quality improvement.

This policy will be reviewed every 12 months. It may also be updated as part of ongoing improvement activities and revised, when necessary, in response to feedback from members, public, Badger Trust, regulatory bodies and changes in practices.

Appeals Procedure: Staged

Members of the public, external agencies and businesses, have the right to make an appeal against a decision made by C.B.P.G. or a member thereof.

1. An appeal is received by the group and the committee is notified. Appeals can be made on the grounds of:
    a. Presentation of new evidence
    b. Administrative error
    c. Prejudice or bias

2. Should the Committee find that there would be a conflict of interest if they were to manage the complaint then they may delegate the complaint management to an independent person or persons.

3. The Committee appoints a member to the committee to gather information about the complaint and seek information from any parties concerned. If a verbal complaint has been received, request that it is put in writing. Ensure any witness statements received are also documented. In the event that the Committee has delegated management then the delegate will take the role of information gathering.

4. The Committee or delegate assesses the information and decides on an appropriate course of action.

5. The named Committee member or delegate informs all parties of the outcome. This may include further meetings with the parties involved, if appropriate.

6. If the appeal cannot be resolved then The Badger Trust will be contacted for next steps at: staff@badgertrust.org.uk