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## Section 1: Terms of Reference

### 1.1 Functions and Scope

- 1.1.1 The Appeals Panel is responsible for considering appeals in relation to decisions made in respect of applications for registration or decisions of the complaints sub-committee.
- 1.1.2 The Appeals Panel's decisions are final.
- 1.1.3 The Appeals Panel will be supported by a Secretariat which will provide administrative support.

### 1.2 Duties

- 1.2.1 The Appeals Panel members ('members') will act with autonomy and independence in the best interest of the Register of Irish Sign Language Interpreters ('the Register')
- 1.2.2 Members will be required to devote as much time as is necessary for the proper and efficient discharge of their duties. This may include:
  - a) preparation for meetings
  - b) attending meetings
  - c) stakeholder events
  - d) other *ad hoc* meetings as required
- 1.2.3 Meetings will take place as necessary, upon receipt of appeals.
- 1.2.4 Members will be expected to attend all meetings, whether they are meetings to be attended in person or remotely.
- 1.2.5 Minutes of each meeting of the Panel will be prepared by the Secretariat.
- 1.2.6 Members can claim travel and subsistence allowances, which will be paid in respect of journeys undertaken to attend meetings or to transact its business. This will be in accordance with approved public sector rates.<sup>1</sup>
- 1.2.7 Most communication between members will be by electronic means, and members must be willing to accept and use communications through these means. Equal respect will be given to the use of signed languages in communications, to be facilitated by those involved with the Register.
- 1.2.8 Members are obliged to be fully cognisant of all policies and processes of RISLI, including:
  - a) Complaints and Mediation Processes
  - b) Appeals Processes
  - c) Complaints sub-committee – Membership and Operation
  - d) Appeals Panel – Membership and Operation
  - e) Members should also be aware of, and work within, compliance with the *Charities Governance Code*.

## Section 2: Reporting Mechanism

- 2.1 The Appeals Panel will be provided with all relevant documentation for the purpose of considering an appeal. In relation to complaints, this may include all documentation considered by the sub-committee, any transcripts

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<sup>1</sup> See <https://www.revenue.ie/en/employing-people/employee-expenses/travel-and-subsistence/civil-service-rates.aspx>

of evidence heard, the report of the Complaints sub-committee, a copy of the appeal, and any other information deemed necessary.

- 2.2 The Complaints sub-committee will work with the Appeals Panel to provide an **Annual Complaints and Appeals Report** to the Registration Panel each year that at least one complaint or appeal is dealt with. This report can include:
- a) general information in relation to complaints and appeals dealt with through the year, including numbers of cases, number of appeals, decisions, etc. This Report will not divulge names or other sensitive details of particular cases.
  - b) any observations or recommended changes to Register complaints and appeals policies procedures.

### Section 3: Selection and Appointment of Members

- 3.1 It is intended the Appeals Panel will be a three-person Panel convened from the membership of the Registration Panel. Where there are insufficient numbers of members available or conflicts of interest arise, external persons can be appointed by the Registration Panel.
- 3.2 The Secretariat, or Board/Staff of Sign Language Interpreting Service (SLIS) will provide administrative, secretarial and other support to the Appeals Panel.
- 3.3 Appropriate induction will be provided to all Appeals Panel members. This induction can include functions, policies and processes of the Appeals Panel and how they pertain to the wider workings of RISLI and the Registration Panel. Topics within the induction can include some or all of the following:
- a) the governance structure of the Appeals Panel and RISLI
  - b) the legislative and administrative framework
  - c) the Code of Conduct
  - d) the complaints and appeal processes
  - e) the processes around membership of Specialisation Panels
  - f) issues surrounding confidentiality and GDPR
  - g) Other items as deemed necessary

### Section 4: External Consultants

- 4.1 The Panel must be conscious of the complexity of complaints cases, and the wide range of expertise that may need to be drawn upon during investigation of an appeals case. This may include expertise in, for example:
- a) different modes and configurations used within interpreting
  - b) Interpreting models, theory and research
  - c) interpreter quality standards
  - d) interpreting CPD or assessment methodologies
  - e) sign linguistics and / or linguistic variation within ISL
  - f) interpreter ethics and professionalism
  - g) power dynamics and the study of oppression
  - h) knowledge of the Deaf community
  - i) law
  - j) Other areas of expertise that may be required
- 4.2 Where the Appeals Panel require such advice and expertise which their membership do not possess, they may appoint external consultants to assist with aspects of a complaint. External consultants may produce an **External Consultant Report** for use by the Appeal Panel.

4.3 External consultants will be procured and remunerated for their services.

## References

CORU, *Code of Conduct for Council and Registration Board Members*.

[http://coru.ie/uploads/documents/Code\\_of\\_Conduct\\_for\\_Council\\_and\\_Registration\\_Board\\_Members.PDF.pdf](http://coru.ie/uploads/documents/Code_of_Conduct_for_Council_and_Registration_Board_Members.PDF.pdf)

CORU, *Guide for Council and Registration Board Members*.

[http://coru.ie/uploads/documents/Guide\\_for\\_Council\\_and\\_Registration\\_Board\\_Members\\_-\\_Online.pdf](http://coru.ie/uploads/documents/Guide_for_Council_and_Registration_Board_Members_-_Online.pdf)

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