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## Section 1: Introduction, Scope and Confidentiality

### 1.1 Introduction

- 1.1.1 The Regulatory Centre for Irish Sign Language Interpreters Ireland CLG has been established for the purpose of maintaining the register of Irish Sign Language Interpreters and quality assurance scheme ("the Register"), currently being developed by the Sign Language Interpreting Service. This company will operate under the business name of RISLI.
- 1.1.2 As part of the registration and quality assurance scheme, registered interpreters agree to abide by a *Code of Conduct*, among other criteria for maintenance of registration.
- 1.1.3 This paper sets out the processes for handling appeals following the outcome of complaints processes and appeals following decisions in respect of a person's registration.

### 1.2 Scope

- 1.2.1 Any registered interpreter or complainant can appeal to the Appeals Panel against decisions of the Complaints sub-committee. An applicant can appeal decisions in respect of their registration.

### 1.3 Confidentiality & Conflict of Interest

- 1.3.1 The consideration of appeals is private and confidential and will be treated as such by the Appeals Panel and Secretariat.
- 1.3.2 It shall be compulsory for all members to declare any actual or potential conflicts of interest in relation to any appeal coming before them. The chairperson of the Appeals Panel will consider any such conflict, and make a decision as to the member's involvement in the appeal.
- 1.3.3 No member of the Appeals Panel can be involved in the original complaint handled by the Complaints sub-committee, nor involved in any prior investigation into the complaint, whether through the Register, an external agency or organisation, or any interpreting body.

## Section 2: Appeals Process

### 2.1 Scope of the Appeals Process

- 2.1.1 If the complainant or the interpreter is dissatisfied with the decisions of the Complaints sub-committee subsequent to a Complaints Process being completed an appeal can be made to the Appeals Panel. An applicant can appeal decisions in respect of their registration.

### 2.2 Making an Appeal following a complaints process

- 2.2.1 The complainant or interpreter who wishes to appeal ('the appellant') must notify the Registration Panel within 30 days of receiving the **Complaints Report**, and an Appeals Panel will be formed to consider the Appeal. The members of the complaints sub-committee who considered the complaint may not form part of the Appeals Panel.
- 2.2.2 An acknowledgement from the Registration Panel will be sent to the appellant and the Appeals Panel, requesting that the appellant send a full **Appeal Submission** to the Appeals Panel.
- 2.2.3 The Appeal Submission should make clear the reasons why the appellant is making an appeal, and list each **point of appeal**.

The appellant can include additional information with their Appeal Submission to support their appeal.

2.2.4 The Appeal Submission can be sent to the Appeals Panel in the following ways:

- a) **Appeal Form:** Fill out the form (see Appendix 1). You can email the form to [admin@risli.ie](mailto:admin@risli.ie) or by post/in person to: Appeals Panel, Register of Sign Language Interpreters, c/o Sign Language Interpreting Service (SLIS), Deaf Village Ireland, Ratoath Road, Cabra, Dublin 7.
- b) **Irish Sign Language (ISL):** You can submit an Appeal Submission in Irish Sign Language (ISL) by sending a video message. ISL Appeal Submissions should follow the structure of the Appeal Form, and answer all questions asked in that form. ISL Submissions can be emailed to [admin@risli.ie](mailto:admin@risli.ie) with the subject line "For attention of Appeals Panel", or sent to the secretariat's mobile number, 086 138 0180.
- c) **ISL Meeting to Complete Form:** Alternatively, RISLI can organise a meeting with the complainant via videoconferencing, or in person, with an ISL interpreter or ISL-fluent staff member, to fill out the Appeal Form. To arrange such a meeting, the complainant can contact [admin@slis.ie](mailto:admin@slis.ie), 086 138 0180, or attend the office at the address above.

2.2.5 Upon receiving the Appeal Form, the Appeals Panel will then begin to consider the appeal. The Appeals Panel will be provided with all documentation and correspondence from the original complaint.

2.2.6 Subsequent to sending an Appeal Submission, an appellant may at any time withdraw their appeal by notifying the Appeals Panel. The appellant and complainant/interpreter will be notified. The Appeals Panel will proceed to the final **Appeals Report**.

### 2.3 Submissions, Evidence Hearings, and External Consultants

2.3.1 The Appeals Panel may request further written information (or information signed in ISL) from the appellant, or any other individuals involved in the complaint.

2.3.2 The Appeals Panel can request the appellant, or any other individual whose evidence is required, to attend before the Appeals Panel at an Evidence Hearing.

2.3.3 **Evidence Hearings** will be held in private. Evidence Hearings may be video and audio recorded, and an Evidence Hearing Transcription may be produced.

2.3.4 Where the Appeals Panel deem it necessary, it may seek external expert advice. **External consultants** appointed may be asked to prepare a report. The Appeal Panel may provide a copy of the report to the registrant and complainant.

### 2.4 Making an Appeal following decisions in respect of registration

2.4.1 In circumstances where there is a refusal to register an applicant and/or where there is a decision to attach conditions to an applicant's registration, the applicant can appeal this decision.

2.4.2 The interpreter who wishes to appeal ('the appellant') must notify the Registration Panel within 30 days of receiving the decision in respect of their registration, and an Appeals Panel will be formed to consider the Appeal. Those involved in the initial registration decision may not form part of the Appeals Panel.

2.4.3 An acknowledgement from the Registration Panel will be sent to the appellant and the Appeals Panel, requesting that the appellant send a full **Appeal Submission** to the Appeals Panel.

2.4.4 The Appeal Submission should make clear the reasons why the appellant is making an appeal, and list **each point of appeal**.

The appellant can include additional information with their Appeal Submission to support their appeal.

2.4.5 The Appeal Submission can be sent to the Appeals Panel in the following ways:

- a) **Appeal Form:** Fill out the form (see Appendix 1). You can email the form to [admin@risli.ie](mailto:admin@risli.ie) or by post/in person to: Appeals Panel, Register of Sign Language Interpreters, c/o Sign Language Interpreting Service (SLIS), Deaf Village Ireland, Ratoath Road, Cabra, Dublin 7.
- b) **Irish Sign Language (ISL):** You can submit an Appeal Submission in Irish Sign Language (ISL) by sending a video message. ISL Appeal Submissions should follow the structure of the Appeal Form, and answer all questions asked in that form. ISL Submissions can be emailed to [admin@risli.ie](mailto:admin@risli.ie) with the subject line "For attention of Appeals Panel", or sent to the secretariat's mobile number, 08X XXX XXXX [*to be confirmed*].
- c) **ISL Meeting to Complete Form:** Alternatively, RISLI can organise a meeting with the complainant via videoconferencing, or in person, with an ISL interpreter or ISL-fluent staff member, to fill out the Appeal Form. To arrange such a meeting, the complainant can email [admin@risli.ie](mailto:admin@risli.ie) or attend the office at the address above.

2.4.6 Upon receiving the Appeal Form, the Appeals Panel will then begin to consider the appeal. The Appeals Panel will be provided with all documentation and correspondence in respect of the initial registration decision.

2.4.7 Subsequent to sending an Appeal Submission, an appellant may at any time withdraw their appeal by notifying the Appeals Panel. The Appeals Panel will proceed to the final **Appeals Report**.

## 2.5 Reporting, Decisions, and Recommendations

2.5.1 The length of the appeals process will depend on the nature of the complaint and/or appeal. The complainant (if the appeal relates to a complaints decision) and the interpreter will be kept updated.

2.5.2 Once consideration of the appeal is complete, the Appeals Panel will provide an **Appeals Report** to the Registration Panel. The report may include a summary of the appeal, steps taken by the Appeals Panel in considering the appeal and a final decision as to whether the appeal is upheld in whole or in part, together with such other information as deemed necessary by the Appeals Panel. Reasons will be given for the decisions of the Appeals Panel. Decisions of the Appeals Panel are final.

2.5.3 The Appeals Panel will provide a copy of the Appeals Report to the complainant (if the appeal relates to a complaints decision) and interpreter as soon as is practicable after the final decision(s) have been made.

2.5.4 The Appeals Panel's decisions are final.

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## Appendix 1: Appeal Form

|                      |  |                                      |
|----------------------|--|--------------------------------------|
| <b>Name</b>          |  | <b>Title (Mr / Mrs / Ms / other)</b> |
| <b>Address</b>       |  |                                      |
| <b>Mobile Number</b> |  | <i>Text only?</i>                    |
| <b>Email Address</b> |  |                                      |

**1.** Complaints Process **Reference Code** (If relevant):

**2. Why** are you making an appeal?

*Please give us as much information as possible. You can use a separate page if you want. Or, make a video in ISL and send it to us instead*

**3.** What do **you want the Register to do**? What do you **want to happen**?

✓ *Please tick box and sign below.*

I hereby certify that all the information given by me in this application form was accurate at the time of application, to the best of my knowledge.

Signed: \_\_\_\_\_ Date: \_\_\_\_\_

*Please send this form, and any other documents or videos, to: **Register of Irish Sign Language Interpreters (RISLI)**, c/o Sign Language Interpreting Service, Deaf Village Ireland, Ratoath Road, Dublin 7 D07 W94H [admin@risli.ie](mailto:admin@risli.ie)*