

APPEAL PROCESS

FOLLOWING REFUSAL OF APPLICATION
FOR THE USE OF VOUCHER SCHEME

VOUCHER SCHEME

UNDER SECTION 9 OF THE IRISH
SIGN LANGUAGE ACT 2017

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Section 1: Introduction

The Voucher Scheme ('the Scheme') has been established for the purpose of support for access to events, services and activities for Irish Sign Language (ISL) users ('*ISL Users*') under Section 9 of the Irish Sign Language Act 2017, currently being developed and operated by the Sign Language Interpreting Service, funded by Citizen's Information Board (CIB).

Section 2: Purpose

- 2.1 The purpose of this policy is to set out how an applicant can appeal a decision by SLIS not to approve their application.
- 2.2 The consideration of the appeal is private and confidential and will be treated as such.
- 2.3 The outcome of the appeal will be communicated to the appellant. Should the ISL User also request correspondence in ISL, this will be facilitated.

Section 3. Appeal Procedures

- 3.1. The complainant must submit their appeal in writing within 10 working days of receiving the notice that their application for a 'Voucher' Scheme was not successful.
- 3.2 The appeal should be addressed to the SLIS Manager and sent to the following address: Sign Language Interpreting Service (SLIS), Deaf Village Ireland, Ratoath Road, Cabra, Dublin 7 and/or at john.stewart@slis.ie.
- 3.3 The appeal should include the following information:
 - a) Appellant's name and contact details.
 - c) Detailed explanation of the grounds for the appeal.
 - d) Any additional information or evidence that supports the appeal.
- 3.4 Upon receiving the appeal, the SLIS Manager will acknowledge receipt in writing within 5 working days.
- 3.5. SLIS will conduct a thorough review of the Appeal, including any relevant documentation and evidence.
- 3.6. The Appellant will have the opportunity to present their case either in writing or in person or both. If the complainant chooses to present their case in person, arrangements will be made for a meeting, including arranging an ISL Interpreter.
- 3.7. SLIS will provide a written decision on the appeal within 15 working days of receiving the appeal. The decision will be final and binding.
- 3.8. SLIS will ensure that the Appellant is informed of the outcome of the appeal in writing.

Section 4: Data Collection

- 4.1. The SLIS Manager will record all relevant data about the appeal after closing it. This includes the category or nature of the appeal, action taken, and the outcome of the appeal.
- 4.2. Information and data gathered on complaints without identifying information (i.e. personal details) will be used in the evaluation of the Voucher Scheme.
- 4.3. All communications and details related to the appeal will be kept confidential and will be handled in accordance with the Data Protection Acts.

Section 5: Review

- 5.1. SLIS will review the appeals process periodically to ensure its effectiveness and make any necessary improvements.