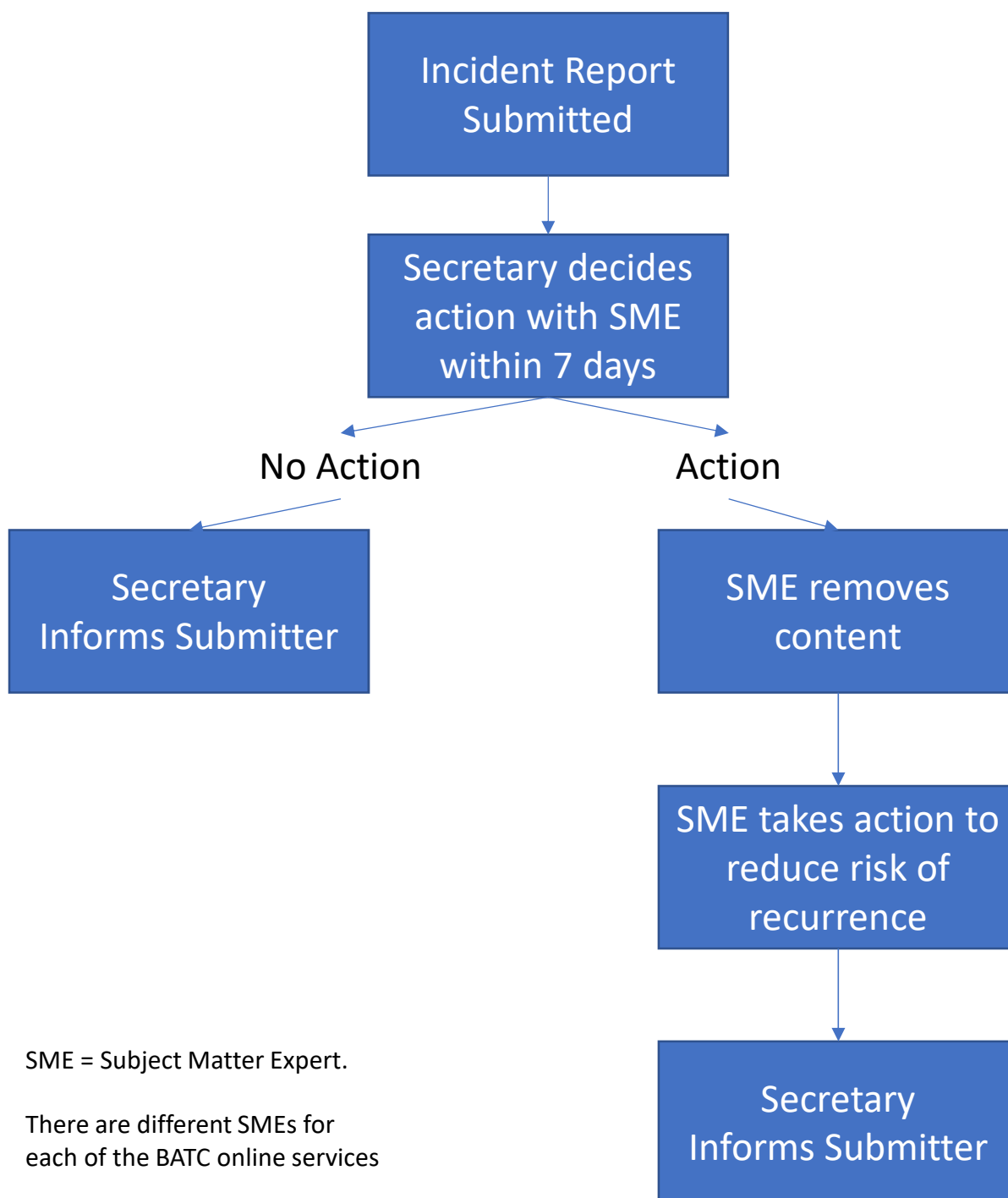


# BATC Online Safety Incident Handling Processes

## Normal Process Prior to Appeal



SME = Subject Matter Expert.

There are different SMEs for each of the BATC online services

The list of SMEs is held by the BATC Secretary

## Appeal Process

