

Dealing with complaints

Essex Interpreting is committed to the early resolution of complaints.

Complaints about registrants can either be linguistic or non-linguistic. All complaints are judged against our Code of Professional Conduct. The following principles will govern how complaints are handled:

- complaints will be handled fairly and openly
- wherever possible, complaints will be dealt with quickly
- the subject of the complaint will be informed of the nature of the complaint, given a copy of it, and will have an opportunity to respond to it
- in linguistic matters, advice may be sought from sources of linguistic expertise

All notifications of complaints or concerns must be made in writing to Essex Interpreting. A complaint should be submitted as soon as possible after the alleged misconduct becomes known. A complaint made more than six months after the alleged offence must include an explanation of the delay in its submission. A complaint must include the name of the complainant and set out the matter of the complaint and any relevant circumstances including the relationship, if any, between the complainant and the interpreter against whom the complaint is made. The complainant must confirm in writing that a copy of the complaint may be sent to the interpreter.

Please ensure that you provide as much information as possible about your complaint as this will assist us in processing your complaint quickly.

Should you have any questions please contact us at info@essexinterpreting.com or telephone: 01206 822080.

To make a complaint, please fill out the form below.

If you are a service user and you need this form in a different language or format, please let us know. If you are deaf and use BSL, you can send us in a spoken video of the details requested below.

1. Complainant's Details

Contact Name

Organisation (if applicable)

Address

Tel no

E-mail

2. Interpreter's Details

Full Name

3. What is the nature of your relationship with the interpreter?

4. On what date(s) did action resulting in a cause for complaint take place?

6. Details of interpreting assignment – i.e. duties expected from the interpreter

7. Were there any other witnesses to the events in question? Have any other professionals been involved in trying to sort out the problem? If so, please provide details.

**8. Have you discussed / tried to resolve the problem with the interpreter? Yes/ No
If so, please provide details.**

9. Details of Complaint

Please refer to the Code of Professional Conduct. Complete the box below as fully and simply as possible to indicate the nature of your complaint and the part of the Code that you feel has been breached. Please also tell us how you think the problem could be dealt with. It is important to provide as much information as possible. Continue on the separate page, if necessary.



I confirm that I have no objection to Essex Interpreting Limited making the full details of my written complaint available to the interpreter concerned.

Signed:

Date:

Name:

Position (if applicable)