

Complaints Procedure

PURPOSE

This complaints procedure is in place to ensure that any concerns or complaints from clients or interpreters are handled promptly, fairly, and professionally. We aim to resolve all issues efficiently to maintain the highest quality of service.

COMPLAINTS PROCEDURE FROM CLIENTS

Step 1: Submit the Complaint

- How to Submit: Clients can submit complaints via email, phone or our online complaints form.
 - **Email:** admin@translateuk.net and/or sspink@translateuk.net (Please use the subject "Complaint")
 - **Phone:** 01422 253353
 - **Online Form:** www.translateuk.net
- Information Required:
 - Client's name and contact information
 - Job number
 - Date and time of job in question
 - Details of the complaint, including specific details of the issues, names of specific interpreters and staff members, along with any relevant documents.

Step 2: Acknowledgment

- Upon receiving the complaint, we will acknowledge receipt with 24 hours. This acknowledgement will outline the next steps and provide a timeline for investigation and resolution.

Step 3: Investigation and Resolution

- A dedicated member of our complaints team will investigate the issue. This may involve reviewing the job records, speaking with the interpreter and any relevant staff, and gathering any additional information.
- We aim to resolve all complaints within 10 business days. If additional time is required, we will keep the client informed of any delays and the expected timeline.



Step 4: Outcome and Follow-up

- After reviewing the complaint, we will communicate the outcome and any actions taken to address the issue.
 - If the client is dissatisfied with the resolution, they can request further review by a senior manager.
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COMPLAINTS FROM INTERPRETERS

Step 1: Submit the Complaint

- How to Submit: Interpreters can submit complaints via email, phone our online complaints form.
 - **Email:** admin@translateuk.net and/or sspink@translateuk.net (Please use the subject "Complaint")
 - **Phone:** 01422 253353
 - **Online Form:** www.translateuk.net
- Information Required:
 - Interpreter's name and contact information
 - Job Number
 - Date and time of the job in question
 - Details of the complaint, including specific issues encountered, such as lack of support, unclear instructions, or unprofessional client behaviour, along with any support documentation.

Step 2: Acknowledgment

- We will acknowledge the complaint within 24 hours. This response will confirm receipt and outline the process and timeline for resolving the issue.

Step 3: Investigation and Resolution

- A representative from our complaints team will review the issue, which may involve speaking with the client and any relevant staff, reviewing job records, and gathering any additional information.
- We aim to resolve all interpreter complaints within 10 business days, and we will communicate any delays and the expected timeline.



Step 4: Outcome and Follow-up

- We will inform the interpreter of the outcome and any actions taken in response to the complaint.
- If the interpreter is dissatisfied with the resolution, they may escalate the complaint to a senior manager for further review.

General Guidelines for Submitting a Complaint

Confidentiality

All complaints are handled confidentially, and only relevant staff involved in the complaints process will have access to the information.

Professionalism and Respect

We ask that all complaints are submitted respectfully. Abusive or disrespectful language may hinder the process.

Follow-up and Feedback

We value feedback and may contact clients and interpreters after the complaint has been resolved to gather feedback on the process.

This procedure ensures that all complaints are handled with care and that all parties receive timely and fair resolutions. For further information, please contact Shannon Spink at sspink@translateuk.net or 01422 253353.

