

# Clarion

communication & interpreting services

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Newton Hall, Town Street  
Newton, Cambridge CB22 7PE

## Comment or Complaint Policy

### How to Comment or Complain

We will tell you how to comment or complain about the services from Clarion. This may be a BSL Interpreter, lipspeaker, communicator, speech to text reporter, deaf blind interpreter or deaf awareness training. We will also tell you what happens once you have told us what the complaint is.

We always like to hear what people think- good and bad. It is one of the ways that we find out what people think, if we are doing the right thing and if we can improve what we do.

### What would I comment about?

It may be office staff or it may be a freelancer: an interpreter, lipspeaker, deaf blind interpreter, speech to text reporter, communicator or trainer. It maybe one of our staff interpreters who you would like to comment about.

### How do I comment?

#### Informal Stage

1. The best way if you are unhappy is to discuss the problem with the person at the time. This means that any problems can be dealt with quickly. If you are not satisfied with this or do not want to discuss with the person directly, the next stage is:
2. You can write to us, fill in a feedback form or send us a bsl letter by video or dvd. Or you can visit our office and speak to one of the directors- Ali Gordon or Sally Chalk

You need to state clearly what the problem is, with a date, what the booking was and what happened. If you have names of who you were dealing with, that is always helpful. You can also tell us what you would like us to do to improve things.

We hope that most complaints will be resolved quickly and in a calm manner, after discussions between you, the employee, freelancer and Director. If you are not happy, time to move onto the next stage. The formal stage should only be used where all other ways of resolving a grievance have been tried.

#### Formal stage

Any discussions at this point should be recorded, agreed and signed by you and any staff involved.

1. Register your complaint in writing or by video/dvd letter to the Directors. We will keep a copy on file.

Version number: 4

Date: 01/04/08

By: SC

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2. When we get the complaint, we will write back to you or send a video letter in a week.
  
3. We will investigate by writing to the person who you are complaining about. The letter will be sent out within 2 weeks of getting the first complaint. and we will ask for comment. We will ask the person to reply no later than two weeks.
4. If the complaint is about an interpreter, Clarion will not place assignments between them and you.
5. We will tell everyone involved what the outcome is within 2 weeks of receiving a response from the relevant person.
6. If you are still unhappy, after talking to everyone involved, the issue may be referred onto a separate, independent organisation for them to decide. Usually this will be Independent registration panel (IRP).
7. If the complaint is made about a Director of Clarion then it will be forwarded to an independent organisation, usually the IRP. It will be the responsibility of the IRP to investigate the complaint. They have their own complaints procedure which you can see if you want.

## Confidentiality

We will respect your confidentiality as well as other people involved. We will only talk about confidential matters if you give us permission.

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