

## INTRAN Complaints' Procedure

INTRAN actively encourages feedback, including complaints, as a method for continuously monitoring and improving our services.

INTRAN has a coordinated Complaints Procedure that ensures that all complaints are documented, investigated, reported upon and remedial action is taken. INTRAN as a partnership does not deal with all complaints directly. This procedure explains how and by whom different complaints will be dealt with. Please use the questions below to find the scenario most suited to yourself and then proceed according to the details given.

### Who should I contact if I want to complain about telephone interpretation services?

INTRANs telephone interpretation service is provided by Language Line. Any complaints about this service should go to:

<b>Lloyd Farrow</b> Business Development Manager	<a href="mailto:lloyd.farrow@languageline.co.uk">lloyd.farrow@languageline.co.uk</a>
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Complaints should (where possible) include the following details:

- Name of Organisation/Dept making call
- Time/Date of call
- Language Requested
- Detail of incident

### Who should I contact if I want to complain about face-to-face interpretation in a foreign language?

For face-to-face interpretation in a foreign language INTRAN partners will need to contact either CINTRA or HITS, depending on which of these agencies provide this service for you. If you are unsure of your service provider for face to face interpreting, please visit <http://www.intran.org/cms/StaffSupport/whichagency.html>

#### CINTRA

Any complaints should be emailed to

<b>Gila Dostmohamed</b> Operations Manager	<a href="mailto:gila@cintra.org.uk">gila@cintra.org.uk</a>
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#### HITS

Complaints should be emailed to

<b>Mark Mitchell</b> Chief Executive	<a href="mailto:mark@communityactiondacorum.org.uk">mark@communityactiondacorum.org.uk</a>
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For both the above agencies it is important when emailing to include:

- Name of Organisation/Dept making call
- ID Code
- Time/Date of booking made
- Time/Date of interpreting session
- Language Requested
- Detail of incident, please try and be as specific as possible and include details of the interpreter or booking member of staff (depending on the nature of your complaint)

### **Who should I contact if I want to complain about British Sign Language or lipspeaking interpretation?**

For face-to-face interpretation using British Sign Language partners will use either Deaf ConneXions or Clarion depending on their location. In Norfolk Deaf ConneXions provides this service during office hours, Monday – Friday and Clarion provides out of hours cover. Outside of Norfolk Clarion is the sole provider of British Sign Language interpretation and lipspeaking.

#### Deaf ConneXions

Complaints should be emailed to:

<b>Sue Moore Manager</b>	<a href="mailto:sue@deafconnexions.org.uk">sue@deafconnexions.org.uk</a>
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Alternatively you can fill in this form on the Deaf ConneXions website <http://www.deafconnexions.org.uk/contactus.asp>

#### Clarion

Complaints should be emailed to

<b>Sally Chalk Chief Executive</b>	<a href="mailto:sally@clarioncall.net">sally@clarioncall.net</a>
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When making a complaint to either of the above agencies, the following details should be included (where possible)

- Name of Organisation/Dept making call
- ID Code
- Time/Date of booking made
- Time/Date of interpreting session
- Service Requested (BSL/Lipspeaking)
- Detail of incident, please try and be as specific as possible and include details of the interpreter or booking member of staff (depending on the nature of your complaint)

### **Who should I contact if I want to complain about translation provision?**

Pearl Linguistics is the agency providing translation services to the whole of the INTRAN partnership,

Complaints to Pearl Linguistics should be emailed to:

<b>Zeynep Demirbilek</b> Chief Executive	<a href="mailto:zeynep@pearllinguistics.com">zeynep@pearllinguistics.com</a>
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Complaints should include the following details where possible:

- Organisation
- ID Code
- Date of Request
- Language Requested
- Full details of problem

### **Where can I find the complaints procedures of any of the above Service Providers?**

The complaints procedures of each of the INTRAN service providers are attached as appendices to this document. They can also be accessed via our website ([www.intran.org](http://www.intran.org))

### **What if I have a complaint about an individual INTRAN Partner?**

All INTRAN partners have a dedicated person who is in charge of investigating complaints. Their contact details can be found on each organisation's website or by contacting them directly.

### **What if my complaint is not specific to one of the Service Providers but more so for the partnership as a whole?**

If you feel that the INTRAN partnership has failed to provide a satisfactory service to the public or to its partners, you should direct your complaint to INTRAN directly.

There are several ways you can contact INTRAN:

<b>Post</b>	Please complete the attached complaints form and send to: Valerie Gidney (INTRAN) 15 Hooper Lane Norwich NR3 4ED
<b>Phone/ Fax</b>	To speak to Valerie directly or to fax through a complaint form:  Tel: 01603 495131 Fax: 01603 495106 (please mark for attention of INTRAN)
<b>Email</b>	Complaints forms can be emailed to  <a href="mailto:Valerie.Gidney@norfolk.gov.uk">Valerie.Gidney@norfolk.gov.uk</a> or <a href="mailto:intran@norfolk.gov.uk">intran@norfolk.gov.uk</a>
<b>Online</b>	You can find INTRANs online complaint form at <a href="http://www.intran.org/cms/FurtherInformation/Complaints.html">http://www.intran.org/cms/FurtherInformation/Complaints.html</a>

### **I am not happy with a member of staff working for INTRAN, what should I do?**

If you are not happy with the professionalism of an INTRAN member of staff you should contact either:

Valerie Gidney (INTRAN Development Manager) using the above contact details

**Or**

Christine Birchall (Corporate and Communications Marketing Manager at Norfolk County Council)

Tel: 01603 222848

Email: [christine.birchall@norfolk.gov.uk](mailto:christine.birchall@norfolk.gov.uk)

### **What happens with complaints sent directly to INTRAN?**

- If your complaint concerns one of our service providers we will forward this to the relevant person (as above) and the complaint will be dealt with according to their own complaints procedures (see appendices)
- If your complaint concerns the INTRAN partnership or its staff then the following will take place:
  - Verbal complaints are acknowledged on receipt and dealt with within 48 hours
  - Written complaints are acknowledged on receipt and dealt with within 10 working days
  - In cases where significant investigations are required the complainant and relevant INTRAN representative will be kept informed of progress of complaint resolution.

All complaints will be recorded including evidence of the investigative process and its resolution.

If you are not happy with the resolution of a complaint you have the right of appeal. Please contact us directly for more information using the details given above.



If you are a user of the INTRAN service, you may write to INTRAN in your native language.

## INTRAN Complaint Form

### 1. Please provide us with your name and contact details

<b>Name</b>	
<b>Type of complainant that best describes you (ie staff, interpreter, member of the public)</b>	
<b>Name of your organisation</b>	
<b>Address</b>	
<b>Telephone number</b>	
<b>Email address</b>	

### 2. Please tell us what type of complaint you are making

### 3. Please explain in this section (or on separate sheets) what you would like to report.

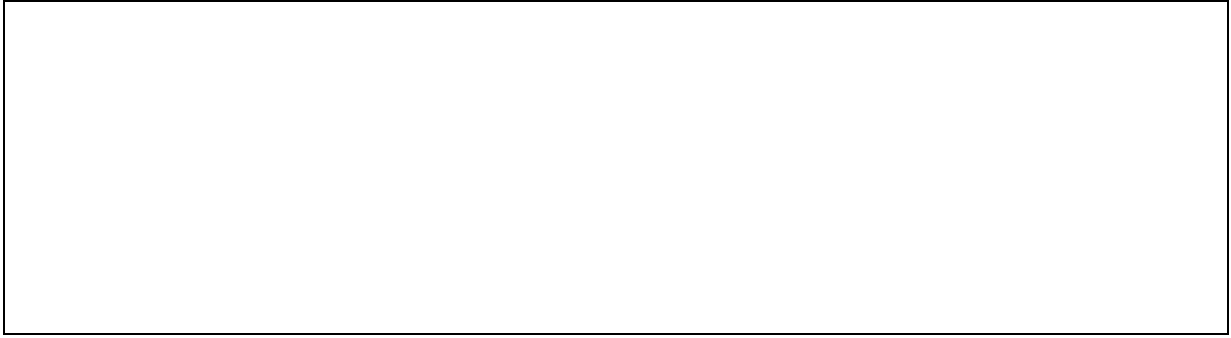
You should be specific, wherever possible, about what exactly happened, or what was said.

You should provide the dates and times of the alleged incidents wherever possible. If you cannot provide exact dates, it is important to give a general timeframe.

You should provide any relevant background information.

<b>Date, time, location, name of the organisation where the incident took place</b>	
<b>Name and job titles of the people involved in the complaint. If it is about an interpreter or a client, please provide the language spoken as well.</b>	

## Background Information





# **SERVICE PROVIDERS COMPLAINTS PROCEDURES**

- 1) Language Line Services
- 2) CINTRA
- 3) HITs
- 4) Deaf ConneXions
- 5) Clarion
- 6) Pearl Linguistics



## LANGUAGE LINE

The following is extracted from the Terms and Conditions of Service

<https://apps.languageline.co.uk/webpi/paygi-1.aspx>

## 5 COMPLAINTS

*If you have any complaints about the quality of the Services, you should direct them to us via email at [customersupport@languageline.co.uk] or by post to Language Line Limited [25th Floor 40 Bank Street, Canary Wharf London E14 5NR].*

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To contact Language Line online with a complaint of feedback please visit and complete the relevant form at:

<http://www.languageline.co.uk/page/voc/>

## **COMPLAINTS POLICY and PROCEDURES**



**Date ratified: September 2008**

**Review date: September 2011**

### **1 Scope**

This policy applies to complaints made by Cintra's customers and service users regarding the quality of interpreting or translating, behaviour of the interpreter, translator or member of Cintra's staff. Customers' issues about compliance with the contract and/or Service Level Agreement should be made through the contract monitoring procedures.

### **2 Aims**

To ensure that complainants feel confident that their complaint is being taken seriously, complaints are resolved as soon as practicable, complainants are kept informed and any issues raised are used as opportunities to improve the quality of service (where appropriate).

### **3 Definitions**

#### **Customer:**

Organisation or individual paying for the interpreting or translation service – e.g. public service provider organisation, voluntary organisation, solicitor, member of the public etc.

#### **Service User:**

The person directly using the service e.g. the non-English speaker.

### **4 Principles**

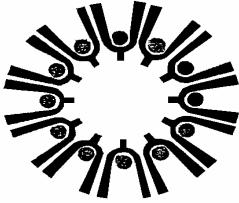
- All complaints will be dealt with fairly and in accordance with procedures.
- All complaints will be treated in a confidential manner, and information will be shared only with relevant parties.
- All complaints will be acknowledged within 1 working day. We aim to investigate and resolve minor complaints within 48 hours. We aim to resolve complaints requiring a more substantial investigation and a formal written response within 10 days. Where this is not possible, for example where the investigation requires obtaining comprehensive evidence such as interviewing various parties, the complainant will be kept informed of progress.
- Complaints involving an interpreter or translator will be handled in accordance with Cintra's Interpreter and Translator Disciplinary Policy.
- Complaints involving a member of staff will be handled in accordance with Cintra's Employee Disciplinary Policy.
- Where the complainant is a public service provider, the service user concerned will not be approached as part of the investigation without the permission of the service provider.
- Cintra will seek expert advice where required to resolve a complaint.
- The complainant's requests during the investigation and subsequent resolution of a complaint will be taken into consideration. Cintra will respect a complainant's request not to use a particular interpreter/translator or restrict their use for future assignments for that complainant. However, it is Cintra's preference that the interpreter/translator be informed of the reasons, and given the opportunity to put forward their case, before a final decision is reached.
- The complainant has the right of appeal if not satisfied with the way their complaint has been resolved.

- A record will be maintained of all complaints.

## **5 Procedure**

- 5.1** Complaints may be conveyed to any member of Cintra's staff on duty by telephone, email or the feedback section of the interpreter's invoice. More serious complaints should be made to the Operations Manager or Chief Executive via email, letter or Complaint Form.
- 5.2** The member of staff receiving the complaint will acknowledge the complaint verbally or in writing with the complainant within 1 working day and log the complaint.
- 5.3** If appropriate to their job role, the member of staff receiving the complaint will investigate it and resolve it as appropriate. If not appropriate to their job role, the complaint will be escalated to the appropriate member of the management team, usually:
- Interpreting – Bookings Manager
  - Translations – Translations Manager
  - Accounts – Accounts Manager
  - Sustained poor performance; more serious complaints etc. - Operations Manager or Human Resources Manager
- 5.4** An investigating officer will be nominated to conduct the investigation.
- 5.5** The investigation may involve interviewing the parties involved, taking statements, obtaining documentary or statistical evidence, or seeking expert advice.
- 5.6** Any investigation and subsequent processes involving an interpreter, translator or employee will be conducted in accordance with the relevant Disciplinary or Managing Poor Performance policy.
- 5.7** The complainant's requests during the investigation and subsequent resolution of a complaint will be taken into consideration.
- 5.8** We aim to investigate and resolve complaints within 48 hours, or 10 days for complaints requiring a more substantial investigation and a formal written response. Where this is not possible, for example where the investigation requires obtaining comprehensive evidence such as interviewing various parties or conducting disciplinary proceedings, the complainant will be kept informed of progress. This tends to be an iterative process with the complainant, who will be kept aware of the steps being taken during the process.
- 5.9** The complainant will be informed of the resolution of the complaint. If the complainant or customer contract manager is not satisfied with the way the complaint was resolved and wishes to appeal, they must do so in writing within 20 calendar days to the Cintra's Chair, stating their reasons for the appeal. The Chair will then consider the evidence, conducting a further investigation if necessary and respond in writing within 20 calendar days. This timescale may be extended, for example depending on the nature of the investigation or if disciplinary proceedings occur. There are no further levels of appeal.
- 5.10** A record will be made of the complaint, investigation and resolution.
- 5.11** The customer's contract manager will be kept informed of complaints through regular, standard performance management reports (as agreed according to the contract) and/or contract meetings.

# *Herts Interpreting & Translation Service*



## Dacorum Council for Voluntary Service Complaints Procedure for Customers and Member Organisations

Dacorum Council for Voluntary Service (operating as Community Action Dacorum) aims to provide its members, organisations and individuals with the best possible service.

However, we recognise from time to time that there may be occasions when users of our services feel that the quality or level of service provided falls short of what they could reasonably expect.

Your continued custom and good will is greatly valued by us and therefore if you have a complaint to make, we would like you to tell us about it.

This is what you should do:

1. The complaint should be made in person or in writing to the Chief Executive who will acknowledge in writing within 7 days the receipt of any complaint.
2. The Chief Executive shall – in consultation with the Chairman of the Executive Committee undertake to investigate the circumstances leading up to the complaint
3. The Chief Executive shall communicate in writing the results of the investigation to the complainant within a reasonable time – normally 21 days.
4. The complainant shall have the right, if dissatisfied with the results of the inquiry to put his/her case personally to the Chief Executive and/or the Chairman.
5. The Executive Committee shall be regularly informed by the Chief Executive of the number and nature of any complaints and their outcomes.
6. Where appropriate, Dacorum CVS shall make a written apology (signed by the Chairman of the Executive Committee) to the complainant.

## **A guide to Deaf Connexions complaints procedure**

Deaf Connexions is committed to providing high quality services to all our customers and aim to continuously review and improve those services.

We welcome and encourage feedback and comments on the services we provide, and we are mindful that there may be times when you may be unhappy about a service we have provided and if so we want you to tell us. Without your feedback we cannot improve.

So if you are not satisfied and want to complain this is what you can do:

### **How it works**

If Deaf Connexions receives a complaint about a service we try to resolve things as soon as possible and to the satisfaction of the person making the complaint.

In Deaf Connexions the Service Manager acts as Complaints Co-ordinator. They are responsible for making sure that all complaints are dealt with.

### **How to make a complaint**

If you are not happy about a service you receive it is usually best to complain to the Service Manager who will do their best to sort out the problem as quickly as possible. Often things are resolved at this stage.

You can do this in person or by contacting us by letter, phone, fax, minicom, mobile or e mail. All these contact details are at the end of this document.

If you are not able to do this yourself you can ask someone to help you do this

### **If you are not satisfied with the outcome**

Most complaints will be resolved quickly , however if you are not satisfied you will need to let us know why and we will investigate your complaint further and this may involve other people who help us deal with such matters.

Deaf Connexions respects the confidentiality of people who use our services and we will therefore only disclose confidential information with the permission of the individual person or organisation making the complaint

### **The next step**

Deaf Connexions will investigate the complaint further. If the complaint is about an individual we will discuss this matter with them and we will notify you of the results by letter within 30 days.

If things are still not resolved the complaint can be referred to Norfolk County Council Social Services who are the nominated body to deal with such matters.

If matters are still not resolved complaints regarding professional issues involving Language Service Professionals can be referred to CACDP.

## **We want you to be satisfied with our services**

We will do everything we can to put things right and this may involve reviewing our procedures in order to stop such problems happening again.

We want to get things right and we value all feedback from our customers.

If you feel we do something really well we would like to hear from you too.

## **How to contact us;**

**Address :** Unit 14 Capitol House, 2-4 Heigham Street,  
Norwich NR2 4TE

### **Telephone :**

Voice/Fax : 01603 660889

Minicom : 01603 661113

SMS : 07932069352

**E mail :** [deafconnexions@btconnect.com](mailto:deafconnexions@btconnect.com).

<h1>Clarion</h1> <p>communication &amp; interpreting services</p>	<p>Voice 01223 870840 textphone 01223 870045          Fax 01223 874440, sms &amp; mobile 07977 076301          Email <a href="mailto:office@clarioncall.net">office@clarioncall.net</a>          Web <a href="http://www.clarioncall.net">www.clarioncall.net</a></p> <p>Newton Hall, Town Street          Newton, Cambridge CB22 7PE</p>
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## 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.

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.

Pearl Linguistics Ltd  
2nd Floor, Karen House  
1-11 Baches Street  
London, N1 6DL  
United Kingdom  
E: [info@pearllinguistics.com](mailto:info@pearllinguistics.com)  
T: +44 (0) 20 7253 7700  
F: +44 (0) 20 7253 0700



## COMPLAINTS PROCEDURE @ PEARL LINGUISTICS TRANSLATION SERVICES

Your Account Manager, Ms Zeynep Demirbilek, is the first point of contact for all concerns/complaints you may have.

She will deploy different types of investigation methods in accordance with the nature of the problem.

Account Manager is in charge of contacting the client within 5 minutes after the receipt of a negative feedback/complaint to obtain the details of the situation.

For concerns of note pertaining to our **translation services**, Pearl Linguistics, at its own cost, hires an independent linguist to assist in the resolution of those concerns. The original translation and our client's full feedback are sent to the independent linguist. He/she is asked to send a feedback within 24 hours. According to the outcome of the independent proof-reading, one of the following solutions is implemented:

If the proof-reading report matches our client's initial feedback, both the independent proof-reader's and client's changes are implemented within 2-3 working days (depending on the length of the translated document). The Account Manager ensures that the original translator is not used again for that client's projects.

If the proof-reading report does not match with the client's initial feedback, the Account Manager informs the client about the situation and explains why disagreements may have happened (for example, stylistic differences of no material substance). In such an event, the client is at liberty to ask for a new round of proof-reading, at their expense.

In any event, the Account Manager looks to ensure best service for our client.

**INTRAN Account Manager:** Ms Zeynep Demirbilek  
**Telephone:** 020 7253 7700  
**Email:** [zeynep@pearllinguistics.com](mailto:zeynep@pearllinguistics.com)