

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
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