



Summary of INTRAN Complaints received 2009- 2010.

Below are tabled details of complaints received by INTRAN during 2009-2010 and how they were resolved.

INTRAN and its service providers also have official complaints procedures that can be found on the INTRAN website, here you will also find a form that enables staff of partner organisations to leave feedback.

This can include good stories, suggestions for improvement, complaints, and even comments made by your clients or patients when using INTRAN. These feedback forms are monitored and reported by INTRAN:

Link to INTRAN and Service Providers Complaints procedures:

<http://www.intran.org/cms/FurtherInformation/Complaints.html>

Complaint details and Resolution.

Complaint	Actions/Resolution
Interpreters expenses Claims/Rare language costs	Resolved. Confirmation on booking and costs of 'rare languages'. Complainer contacted directly to resolve issue
Interpreters/ business cards.	Resolved. Complaint raised with regards to interpreters leaving their business cards at time of booking, issued raised with Service Provider who raised the issue with the interpreter in question.
Various anonymous complaints on punctuality of interpreters	Resolved. Comments left on INTRAN feedback form via the internet. Service Provider contacted directly
Interpreters/lack of languages	Resolved. Complaint raised due to lack of Latvian interpreters and the issues this caused. Issue taken up directly between INTRAN champion and Service Provider. Champion directed towards official complaints procedure.

Complaint	Actions/Resolution
Working with police authorities	Resolved. Issues raised over the provision of information from Service Provider. Issues clarified and
Interpreter did not attend a booking made	Resolved. Service Provider spoke to Interpreter in question and was advised that the original interpreter was unable to attend as ill but another interpreter was sent and he clarified that after some confusion the appointment went ahead as necessary after the member of public who made the complaint had left the situation
Interpreters conduct	Resolved. Explanation of circumstances sent to INTRAN Champion/complainee and the Interpreter in question contacted.
Charge of booking	Resolved. Booking manager of Service provider in question replied with an explanation as to why this particular charged at the rate they were and how this was calculated.
Interpreters conduct	Resolved. Interpreter in question contacted regarding this complaint and now understands that his conduct was unacceptable . Coaching and refresher training organised for the Interpreter.
Problems with Service Providers telephones	Resolved. Service provider replied to advise that they have experienced some problems with their phones but this is now resolved and will contact complainer/service provider to address any concerns/problems they may be experiencing.
Interpreters conduct	Resolved. Interpreter in question contacted and explained why a complain had been brought about him, some explanation to the interpreters actions identified and the Interpreter is to be sent on some refresher training
Interpreters Paper work	Resolved. Interpreters reminded by Service Provider to leave the appropriate paper work at the booking
Interpreter did not have ID card at time of appointment	Resolved. Interpreter reminded of the importance of having ID with them at all appointments and advised that partners can phone booking staff to confirm identification if they experience such issues in the future.
Certain words incorrectly translated	Resolved. Translation double checked by an independent qualified Interpreter, differences due to regional dialect. Please note that in all languages there will be times when there are no regional translations for certain terms used within the UK. There are examples where translations for certain terms continue to be debated among translators.