

NRPSI Ltd t/a National Register of Public Service Interpreters

Complaint Form

Public Service Interpreters appearing in the National Register are expected to abide by the Code of Professional Conduct (a copy of the Code is available on our web site www.nrpsi.co.uk). The standards in the Code set a framework for interpreting in the public services, upheld if necessary by professional and impartial disciplinary procedures. The objective of the Code is to make sure that communication across languages and cultures is carried out consistently, competently and impartially, and that all those involved in the process are clear about what may be expected from it.

The Code of Professional Conduct was approved by the Council of the Chartered Institute of Linguists in November 2007 and came into effect on 1 January 2008.

The NRPSI is responsible only for the administration of the NRPSI (list of interpreters). It asks to be advised of all complaints about listed interpreters that may be in breach of the Code.

Interpreters are normally engaged on a freelance basis. The NRPSI is not party to any contracts of service or contracts for service, and the engagement of interpreters by any client agency will not imply any such contract between the NRPSI and interpreters. Such contractual disputes as may arise will therefore principally be between the interpreter and the commissioning agency and not the NRPSI.

The NRPSI is committed to the early resolution of substantiated complaints.

Complaints about registrants can either be linguistic or non-linguistic and may arise from a variety of sources including persons directly requiring interpreting assistance or the agency hiring the interpreter. The following principles will govern how complaints are handled:

- Complaints will be handled fairly and openly
- wherever possible, complaints will be dealt with quickly
- the subject of the complaint will be informed of the nature of the complaint and given a copy of it. She/he will have an opportunity to respond
- in linguistic matters, advice may be sought from sources of linguistic expertise.

Our Disciplinary Procedures are available on our web site (www.nrpsi.co.uk) and we recommend that you read these procedures and the Code of Professional Conduct before you complete this complaints form.

All notifications of complaint or concern must be made in writing to the National Register and in any case not more than six months after the event or first knowledge of it. **A complaint must include the name and of the complainant and set out the matter of the complaint and any relevant circumstances including the relationship, if any, between complainant and interpreter against whom the complaint is made. The complainant must confirm in writing that a copy of the complaint may be sent to the interpreter.**

Please complete the following to lodge your complaint and return to the National Register as soon as possible. **It is important to remember that the complaint will be sent to the interpreter concerned, and will form part of any disciplinary process.**

1. Complainant's Details

Contact Name

Organisation (if applicable)

Address

Tel/Fax no.

E-mail

2. Interpreter Details

Surname

First Names

Title

**National Register reference no. (if known
(5 digit number to be found on Interpreter's record)**

3. What is the nature of your relationship with the interpreter?

4. On what date(s) did action resulting in a cause for complaint take place?

5. Have you contacted any other organisation or individual (including legal) about this matter? Yes / No
If so, who?

6. Details of interpreting assignment – i.e. duties expected from the interpreter

7. Were there any other witnesses to the events in question? Have any other professionals been involved in trying to sort out the problem? If so, please provide details.

8. Have you discussed / tried to resolve the problem with the interpreter? Yes/ No
If so, please provide details.

9. Have you considered (or would you consider) arbitration / mediation / conciliation? Yes / No
If so, please provide details.

10. Has this matter been the subject of legal proceedings or is it likely to be in the future? If so, please provide any relevant details.

11. Details of Complaint

Please refer to the Code of Professional Conduct. Complete the box below as fully and simply as possible to indicate the nature of your complaint and the part of the Code that you feel has been breached. Please also tell us how you think the problem could be dealt with. Continue on the next page, if necessary.

I confirm that I have no objection to NRPSI Limited making the full details of my written complaint available to the interpreter concerned and will not hold NRPSI Limited responsible for any possible legal action that might ensue.

NB Without your written consent to copy your complaint to the interpreter, we will be unable to deal with the matter.

Signed:

Date:

Name:

Position (f applicable):