



## Complaints Procedure

### **Initial/informal complaint**

Interpreting Matters aims to provide high quality services which meet your needs. We believe we achieve this most of the time: if we are not getting it right please let us know.

In order to ensure our services remain at a high and improving standard, we have a procedure through which you can let us know of for any reason you are not satisfied with your dealings with the organisation. We will deal with all complaints and issues brought to our attention in a professional and non-confrontational manner.

If you are unhappy with an individual in Interpreting Matters, or a service provider we have booked for you, sometimes it is best to tell him or her directly. If you feel this is difficult or inappropriate, then contact a member of staff at Interpreting Matters. You can also fill out our feedback form that is on our website and this can be done anonymously.

Often, we will be able to give you a response straight away. When the matter is more complicated, we will give you at least an initial response within five working days. We may contact the co-worker of the person you are making a complaint against, or other participants in the situation to find out from their perspective what happened.

### **Making a written complaint**

All written complaints will be logged. You will receive a written acknowledgement within three working days.

The aim is to investigate your complaint properly and give you a reply within ten working days, setting out how the problem will be dealt with. If this is not possible, an interim response will be made informing you of the action taken to date or being considered.

If after we have responded you are not satisfied, you may take the matter to:

NRCPD, the National Register for Communication Professionals working with Deaf and Deaf/Blind people

Finally, please also let us know too if you are happy with Interpreting Matters services.

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