



## Before making a complaint

The NRPSI is committed to the early resolution of complaints. We can only investigate complaints about registered interpreters.

Complaints about NRPSI registrants can either be linguistic or non-linguistic. All complaints are judged against our [Code of Professional Conduct](#) which can be found on our website ([www.nrpsi.org.uk](http://www.nrpsi.org.uk)). The following principles will govern how complaints are handled:

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

Although our desire is to provide a comprehensive complaints process as part of raising the standards of the public service interpreting profession, there are circumstances in which our complaints process is unable to be used. The key one of these is that we can only hear complaints about registered interpreters; sadly in the UK it is still legally possible to use unqualified interpreters in the justice system, in social care and in medical arenas.

To see the other reasons why we might not be able to consider a complaint please read the [Disciplinary Framework and Procedures](#) (section A) which are available on our website. We recommend that you read these procedures and the Code of Professional Conduct before you complete this complaint form. You can also check whether the interpreter you wish to complain about is registered.

All notifications of complaint or concern must be made in writing to the National Register. A complaint should be submitted as soon as possible after the alleged misconduct becomes known. A complaint made more than six months after the alleged offence must include an explanation of the delay in its submission. A complaint must include the name 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.

## COMPLAINT FORM

Please ensure that you provide as much information as possible about your complaint, including any supporting documents, as this will assist us in processing your complaint quickly. 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

Name

Organisation (if applicable)

Address

Tel. no

E-mail

### 2. Interpreter complained about

Full Name

National Register reference number (if known)  
(5 digit number to be found on Interpreter's record and NRPSI Photo ID card)

### 3. When and where did the alleged misconduct take place?

Date: DD/MM/YYYY

Place: .....

**4. What is your relationship with the interpreter? (tick the relevant box)**

- I am the client who engaged the interpreter
- I am the victim/defendant/witness in the case/incident
- I am a member of the public service body
- I am an intermediary who provided the interpreter
- I am a member of the public/interpreter who.....
- .....
- other (please specify) .....
- .....

**5. Have you witnessed the alleged misconduct?**

- No
- Yes

**6. Were there other witnesses who could provide statements?**

- No
- Yes (provide details below)

Witness 1: Name...../Occupation...../email.....  
Witness 2: Name...../Occupation...../email.....  
Witness 3: Name...../Occupation...../email.....  
Witness 4: Name...../Occupation...../email.....

**Note:** it is recommended to obtain statements from witnesses to back up the allegations.

**7. What was expected from the interpreter? (tick all relevant boxes)**

- to interpret the police interview of a defendant/witness/victim
- to provide a written statement of the witness and its English translation
- to interpret the court proceedings
- to interpret in a medical environment
- to interpret in a social care settings
- other (please specify)
- .....
- .....

**8. Details of the alleged misconduct:**

**9. Can you identify parts of the code that the interpreter was in breach of?**  
(please refer to the NRPSI [Code of Conduct](#))

- No  Yes (please specify below)

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**10. Have you tried to resolve the problem with the interpreter?**

- No  Yes (please provide details below)

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.....  
.....

**11. Would you consider a NRPSI conducted voluntary resolution of your complaint?**

- No  Yes

**12. Has this matter been the subject of legal proceedings or is it likely to be in the future?**

- No  Yes (please provide details below)

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**13. Have you reported your complaint to any other organisations?**

- No  Yes (please provide details below)

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**14. Other supporting information (if required)**

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**DECLARATION**

- 1. I declare that to the best of my knowledge, everything I have reported to you is correct.
- 2. I confirm that I have no objection to NRPSI Limited making my name and 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.
- 3. I understand that NRPSI Limited will share information provided by me with others who are directly involved in the investigation of my complaint, on a confidential basis.
- 4. I agree to cooperate fully with staff from NRPSI Limited during their investigation of my complaint.

Signed..... Date.....

- I want my contact details to be kept anonymous from the interpreter (optional)

Return to: **NRPSI Professional Standards Department**  
**Longcroft House, 2/8 Victoria Avenue, Bishopsgate**  
**London, EC2M 4NS**

Or email to: [psd@nrpsi.org.uk](mailto:psd@nrpsi.org.uk)