

NRPSI Annual Review Focus | Professional Standards



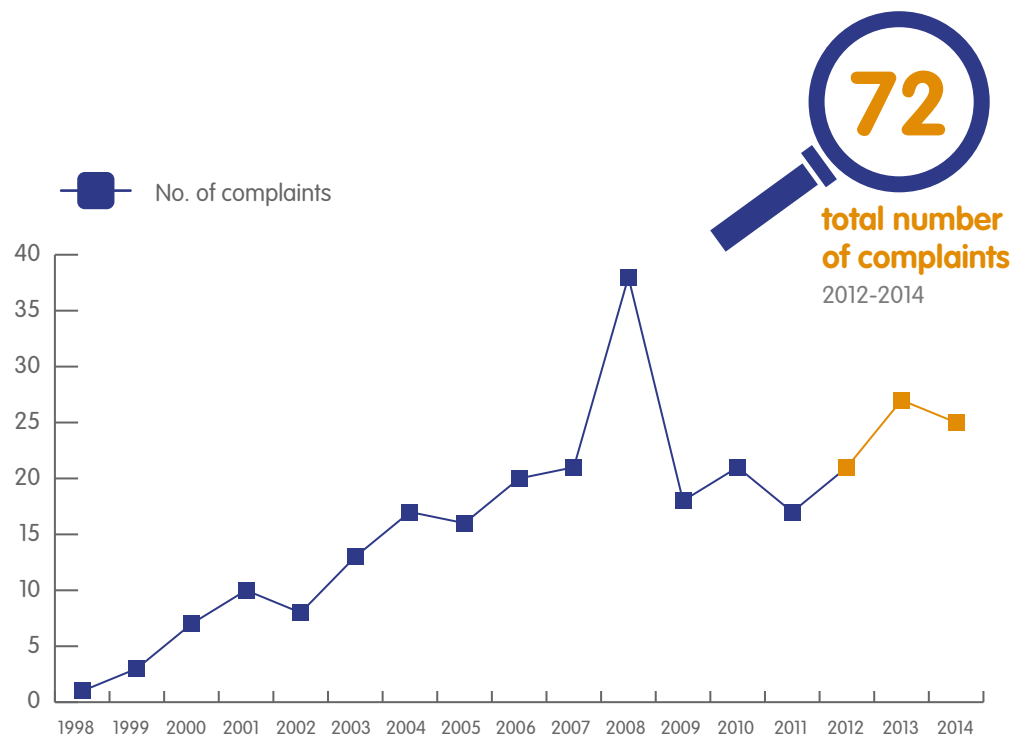
The latest Annual Review highlights that, while there has been a general trend for an increase in complaints about registered interpreters, the actual number of complaints referred to NRPSI is quite small, totalling 72 for the period 2012-2014. It is thought that the steady increase represents increasing confidence, on the part of users, in NRPSI to manage complaints fairly and promptly.

NRPSI Deputy Chair Stephen Thacker, a lay member who chairs disciplinary proceedings for NRPSI and a number of Chartered Institutes, provides his views on interpreting professional standards...

About the number of complaints referred to NRPSI

“Far from seeing complaints as negative, I regard them as an opportunity to show that NRPSI and its Registrants put professional standards first.

The low number of complaints referred to NRPSI overwhelmingly demonstrates how professionally registered public service interpreters perform their role. Both individual members of the public and the public services can be reassured by this and the fact that NRPSI will take appropriate and proportionate action where its Code of Professional Conduct has not been met by a registered interpreter. At the same time, Registrants can be confident that any alleged breach of the Code will be independently and properly investigated, and that any registered interpreter who brings the profession into disrepute will be disciplined. Protecting professional standards and maintaining public confidence in the interpreting profession is at the core of NRPSI’s role as a regulator and underpins registered interpreters’ standing as professionals.”



Note: the spike in 2008 was due to a number of connected complaints

Find out more about professional standards on pages 20-24 of the Annual Review:
<http://www.nrpsi.org.uk/downloads/AnnualReview2014.pdf>