



Before making a complaint

NRPSI is the voluntary regulator of the public service interpreting profession. We can investigate complaints only about interpreters registered with us.

The Professional Standards Department will carry out an initial assessment of your complaint to ensure we have enough information and evidence to take it forward. We will judge your complaint against our Code of Professional Conduct which can be found on our website (www.nrpsi.org.uk).

Our principles for handling complaints are:

1. We will handle your complaint fairly and openly
2. We will deal with your complaint as quickly as possible and will explain the timescale clearly to you
3. We will give a copy of your complaint to the interpreter you complained about (the Respondent), and they will have an opportunity to respond
4. We will regularly update you on the progress of your complaint
5. In linguistic matters, we may seek advice from sources of independent linguistic expertise.

Evidence is important:

We will follow the procedures laid down in our [Disciplinary Framework and Procedures](#). It is important for you to understand that once our procedures have come to their conclusion, you (the Complainant) will not have the right of appeal. It is therefore vital that you provide as much information, and particularly direct (that is to say first hand) evidence of the event complained about, as possible.

If your complaint progresses to the Disciplinary Committee (DC) stage, you will be invited to attend a DC hearing as a witness (at your own expense). DC hearings are not open to the public.

You will need to complete a declaration at the end of this form providing us with your permission and ability to pursue this complaint. Without that, we cannot proceed.

NRPSI COMPLAINT FORM

Please read the prompts in each section. Fields with an asterisk (*) must be completed.

1. About you (the Complainant)

Please provide your details.

*Your full name

*Are you acting on behalf of an organisation?

Yes

No (If No, go to section 3)

2. About your organisation

Please provide more details about your organisation and your position within it. It is important to remember that your complaint will be sent to the Respondent and will form part of any disciplinary process.

Organisation's name*

Your position within the organisation*

Address*

Tel. no*

Email*

Any further contact details you may wish to supply:

About your personal details (optional)

I understand that my name will be disclosed to the Respondent alongside the name of the organisation I represent but I want my contact details to be kept confidential

3. About you (the Complainant)

Please provide your contact details. It is important to remember that your complaint will be sent to the Respondent and will form part of any disciplinary process.

*Your details:

Address

Telephone number

Email

Any further contact details you may wish to supply:

About your personal details (optional)

I understand that my name will be disclosed to the Respondent but I want my contact details to be kept confidential

4. About the interpreter (the Respondent)

You can check the name and number of a registered interpreter on the NRPSI website www.nrpsi.org.uk (this facility is accessible from any page).

Please provide the details of the interpreter you are complaining about (the Respondent):

*Interpreter's full name

Interpreter's National Register No (if known)

*Language requested for the assignment

5. About your (the Complainant) role

*What is your connection with the Respondent (Please select all relevant boxes)?

- I am the client who engaged the interpreter
- I am the suspect/witness/victim in police or court proceedings
- I am an employee of the public service body involved
- I am an intermediary who provided the interpreter (eg an agency)
- I am a member of the public
- I am an interpreter

Other (please specify) or amplify the answer above

6. About the Respondent's role

What was expected from the Respondent? (Tick all relevant boxes)

- to interpret the police interview of a suspect/witness/victim
- to take down the dictated statement of the witness in the source language
- to translate the source language statement into the target language (English)
- to interpret court proceedings
- to interpret in a medical environment
- to interpret in a social care setting

Other (please specify) or amplify the answer above

7. About the events (dates and location)

*When did the situation/behaviour that triggered your complaint happen?

On/From

Date DD/MM/YYYY time hh:mm

To

Date DD/MM/YYYY time hh:mm

Important: If you are submitting your complaint later than six months from when it happened you must explain the reason for delay.

*Where did it take place?

8. About the events (circumstances)

*Describe the circumstances in which you had engaged the Respondent and that prompted you to make this complaint? *(Please describe chronologically with as many details as possible, for example: names of people and places, dates, who said what to whom and so on)*

9. About the Respondent's conduct

What was it about the Respondent's behaviour or actions that prompted you to complain to NRPSI? *(Please describe with as many details as possible)*

10. About the Respondent's conduct – the Code

Are you able to identify the parts of the NRPSI Code of Conduct which you think the Respondent breached?

- Yes
- No

If your answer is yes, please list the relevant clause numbers of the Code here:

11 . About witnesses

*Did you witness the situation/behaviour that triggered your complaint?

- Yes
- No

Were there other witnesses to the events complained about?

- No (please go to section 14)
- Yes
- Don't know

12 . About other witnesses (consent)

Would the other witnesses be prepared to provide statements?

- Yes
- No (please go to section 14)
- Don't know

13. Other witnesses' details

Please provide contact details of other witnesses to the events or to the Respondent's behaviour, that triggered your complaint. If you already have statements from other witnesses, please enclose them with this complaint.

Witness 1

Name

Occupation/relationship

Email address

Phone number

Witness 2

Name

Occupation/relationship

Email address

Phone number

Additional witnesses (if required)

14. About the early resolution of your complaint

Have you tried to resolve this matter with the interpreter concerned?

- No
- Yes (please explain in the box below)
- Other (please explain in the box below)

15. NRPSI conducted early resolution of your complaint

Would you consider a NRPSI conducted voluntary resolution of your complaint (if appropriate) as described in Section G of the Disciplinary Procedures?

- Please provide more details so that I can consider it
- No, thank you
- Yes, please

If yes, what would be your desired outcome?

16. General law

Has the behaviour or actions, that prompted you to complain, been the subject of either legal proceedings or investigation by another professional regulator, or is such action in prospect?

- Don't know
- No
- Yes (please provide detail below)

17. About other organisations' involvement

Have you reported this matter to any other organisation(s)?

- No
- Yes (please provide details below)

18. About evidence

You may need to support your complaint by providing additional evidence of the Respondent's behaviour or actions. This may include witness statements, any written correspondence (letters, emails or texts) and any other information that may help our independent committee to consider your complaint.

Are you able to provide any further evidence to support your complaint? (Please list all evidence that you are providing. If you are unable to provide any evidence please explain why).

Please enclose your evidence with this form.

19. Declaration

Please read and accept the following statements to complete the declaration about your complaint.

*Declaration (please confirm/tick all of the statements below)

- I declare that to the best of my knowledge, everything I have reported to you is correct
- I confirm that I have no objection to NRPSI Ltd making my written complaint available to the interpreter concerned
- I will not hold NRPSI Ltd responsible for any possible legal action that might ensue from the complaint
- I understand that NRPSI Ltd may share information provided by me with others who are directly involved in the investigation of my complaint, on a confidential basis
- I agree to cooperate with staff from NRPSI Ltd and their assigned disciplinary panel during their investigation of my complaint (which may involve providing additional evidence when requested or attending a disciplinary hearing as a witness)

Please sign and date below (typed signature is accepted)

Return to: **NRPSI Professional Standards Department**
Token House, 11-12 Token House Yard, London EC2R 7AS

Or email to: psd@nrpsi.org.uk