

National Register of Public Service Interpreters

Complaint Form

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

Complaints about registrants can either be linguistic or non-linguistic. All complaints are judged against our Code of Professional Conduct which can be found on our web site (www.nrpsi.co.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,
- the subject of the complaint will be informed of the nature of the complaint and given a copy of it, they will have an opportunity to respond,
- in linguistic matters, advice may be sought from sources of linguistic expertise.

As an independent voluntary regulator NRPSI cannot do the following.

- deal with complaints that are not about a registered interpreter,
- deal with complaints about matters that are covered by general law,
- investigate complaints that are launched prior to establishment of new NRPSI Ltd (i.e. prior to 01 April 2011),
- investigate complaints that refer to events, which occurred prior to establishment of new NRPSI Ltd (i.e. prior to 01 April 2011),
- give legal advice about your complaint, or appoint a solicitor to act for you,
- order your interpreter to award compensation for poor service,
- become involved in disputes about a contract or rate of fees.

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. You can also check whether the interpreter you 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.

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

Please complete the following to lodge your complaint and return to the National Register as soon as possible. A Word version of this document is available from our office should you wish to type the form (request it by writing to admin@nrpsi.co.uk), otherwise please use black ink or biro and write legibly. **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's Details

Full Name

National Register reference number (if known)

(5 digit number to be found on Interpreter's record and ID Card)

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? Yes/No

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. It is important to provide as much information as possible. Continue on the separate 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.

Signed:

Date:

Name:

Position (if applicable)