

# Ensign Interpreting

## Complaints Procedure

# Summary

Document Title:	Complaints Procedure
Owner/s:	The Directors of Ensign Interpreting
Department:	Ensign Interpreting/Ensign Training
This Version:	1.0
Approved Version Number:	1.0
Date Approved:	October 2013
Review Frequency:	Annual
Next Review Date:	October 2014
Sensitivity	Open
Circulation	Public (via website)

# Complaints Procedure

Due to Ensign's business model of only booking freelance interpreters or tutors, complaints will fall into two categories;

1) Complaints about our service ie the way we've booked interpreters or tutors and the services around this booking including mentoring, paperwork, invoicing and the information we've provided you.

2) Complaints about freelance interpreters, tutors and mentors ie the service they have delivered including interpreting, communication support, mentoring or teaching.

Wherever possible we will try to follow the principles set out in this document but in the case of the second category, if you are unhappy with the response given by the freelance interpreter or tutor, it may be possible to approach their governing body or organisation i.e. ASLI, VLP, NRCPD or Signature.

## Policy Statement

Ensign Interpreting aims to follow good practice in all areas of it's work. We will handle any complaints concerning a service offered by Ensign Interpreting promptly and fairly. Where there is a problem concerning a service provided by Ensign Interpreting, it will be dealt with following the Complaints Procedure.

All such contacts with Ensign Interpreting will be recorded, monitored and evaluated.

## Dealing with complaints

Ensign will:

- where possible deal with minor issues immediately, where these can be rectified on the spot. Where this is not possible, we will request that the complaint is put in writing or video letter, and we will tell the customer to whom the complaint will be referred.
- acknowledge all written/video letter complaints within two working days and within 28 working days either provide a resolution or an outline of proposed action to seek a resolution, and the name of the person dealing with the complaint.

- resolve every complaint within deadlines set in this response, unless particular circumstances require a lengthier response time.
- keep the customer informed of the progress of the complaint, and reasons for any delay in resolving it.
- In the event of the customer not being satisfied with the response refer the complaint to a director for review
- keep a record of all complaints.
- consider each complaint on an individual basis and if required implement procedures to prevent repetition.
- when reviewing procedures consider feedback from complaints for continuous improvement.

## How to make a complaint

Please provide:

- Name
- Address
- Contact details
- Clear description of complaint
- Additional information that you feel is relevant

Please put your complaint in writing or video letter and send it to:

Ensign Interpreting  
PO Box 1193  
King's Lynn  
Norfolk  
PE31 6ZA

Or

Email: [info@ensigninterpreting.co.uk](mailto:info@ensigninterpreting.co.uk)