



Complaints Procedure

Initial/informal complaint

Interpreting Matters aims to provide high quality services which meet your needs. We believe we achieve this most of the time: if we are not getting it right please let us know.

In order to ensure our services remain at a high and improving standard, we have a procedure through which you can let us know of for any reason you are not satisfied with your dealings with the organisation. We will deal with all complaints and issues brought to our attention in a professional and non-confrontational manner.

If you are unhappy with an individual in Interpreting Matters, or a service provider we have booked for you, sometimes it is best to tell him or her directly. If you feel this is difficult or inappropriate, then contact a member of staff at Interpreting Matters. You can also fill out our feedback form that is on our website and this can be done anonymously.

Often, we will be able to give you a response straight away. When the matter is more complicated, we will give you at least an initial response within five working days. We may contact the co-worker of the person you are making a complaint against, or other participants in the situation to find out from their perspective what happened.

Making a written complaint

If you are not satisfied with our response or wish to raise the matter more formally, please write to the Director Karen Green. If your complaint is about Karen Green, please write to Mr Roger Beeson c/o Interpreting Matters. Please state clearly on the envelope it is for the attention of Mr Beeson and we will forward it to him without opening.

All written complaints will be logged. You will receive a written acknowledgement within three working days.

The aim is to investigate your complaint properly and give you a reply within ten working days, setting out how the problem will be dealt with. If this is not possible, an interim response will be made informing you of the action taken to date or being considered.

If after we have responded you are not satisfied, please let us know and we will ask our Independent Complaints Investigator, Roger Beeson, C/o Interpreting Matters to investigate the complaint again and give us advice on further steps to resolve the situation.

If the complaint is a serious one, we may pass it on to the registering body for professionals working with Deaf people the NRCPD.

Finally, please also let us know too if you are happy with Interpreting Matters services.

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