

## SIS COMPLAINTS AUDIT – update 2018-19

*SIS has LEARNING as one of our core values. We therefore, have an organisational culture in which complaints are encouraged and welcomed.*

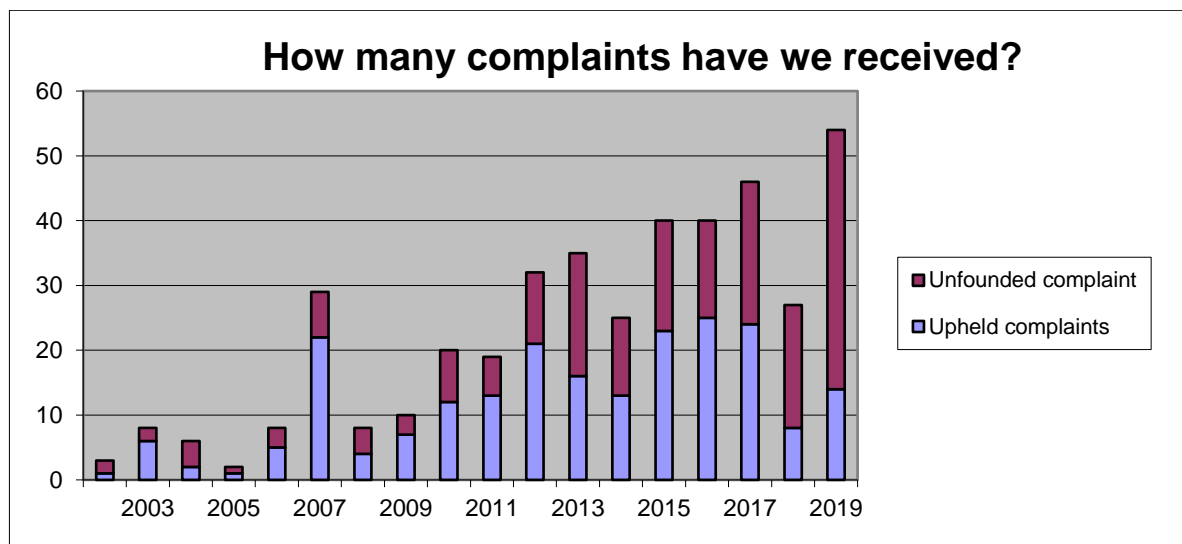
A complaint is defined by SIS as “an expression of dissatisfaction made either verbally or in writing, whether justified or not, about the services that SIS provides”.

An effective complaints procedure ensures that SIS has an opportunity to put things right for an individual who has received a poor service, and so that SIS can learn from its mistakes and improve the **accessibility, delivery** and the **quality** of services provided.

All complaints are fully investigated by the Quality Assurance Manager (QAM) to ensure that all factors are considered. The results of the investigation are reported back to the complainant (usually in writing) with any necessary explanations and information about action taken to improve practices.

In many cases the investigation concludes that a complaint is unfounded. If a complaint is not upheld it is most often the result of a lack of knowledge on the part of the complainant; customers are sometimes unclear about CI role boundaries and/or SIS policies and procedures which can lead to unrealistic expectations and/or misunderstandings.

The complaints process enables SIS to provide information, advice and clarification and improve the information provided to customers whether published or delivered verbally.

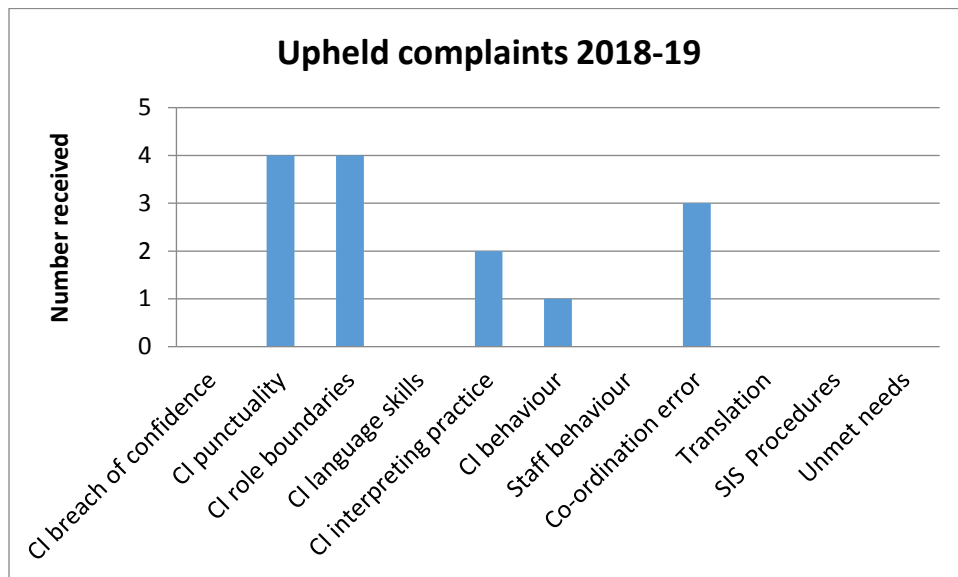


There were 16768 Community Interpreting sessions in the year 2017-2018.

0.003%, of interpreting sessions generating an upheld complaint, lower than in previous years.

35% of complaints were upheld, similar to previous years.





Punctuality continues to be an on-going issue. This is addressed through a process of warnings, temporary and then permanent deregistration of CIs.

Role boundaries were breached on 4 occasions when CIs compromised their impartiality by giving their own opinion on the topic discussed in a session (3). The CIs recognised their error, understood the possible implications and committed to maintaining strict role boundaries in future. There was no pattern of repeat occurrences by the same CIs.

The staff booking errors were easily identified and no specific training was required.

### **Community Interpreting Quality Control and Support**

SIS linguistic support is carried out by a pool of 129 professional self-employed sessional linguists (SESL). All SESLs are DBS checked, insured, and suitable qualified or experienced.

The nature of their work and the relationship to SIS requires SESLs to function autonomously with no formal supervision. Feedback (including complaints) is an invaluable tool for Continuous Professional Development providing opportunities to offer support to SESLs to improve their practice and ensure they have full understanding of their role and SIS's expectations.

This usually takes the form of telephone support, followed up in writing, but in some cases the QAM or Learning and Development Manager (L&DM) will have a face to face meeting with SESL to consolidate verbal and written support.

On some occasions, SESL withdraw or are temporarily or permanently deregistered as a result of complaints management.

SIS also uses real cases studies and incidents from complaints management as training tools; the basis of role-plays, action learning sets or discussions about best practice and how to deal with difficult situations.