

SIS COMPLAINTS AUDIT – update 2022-23

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

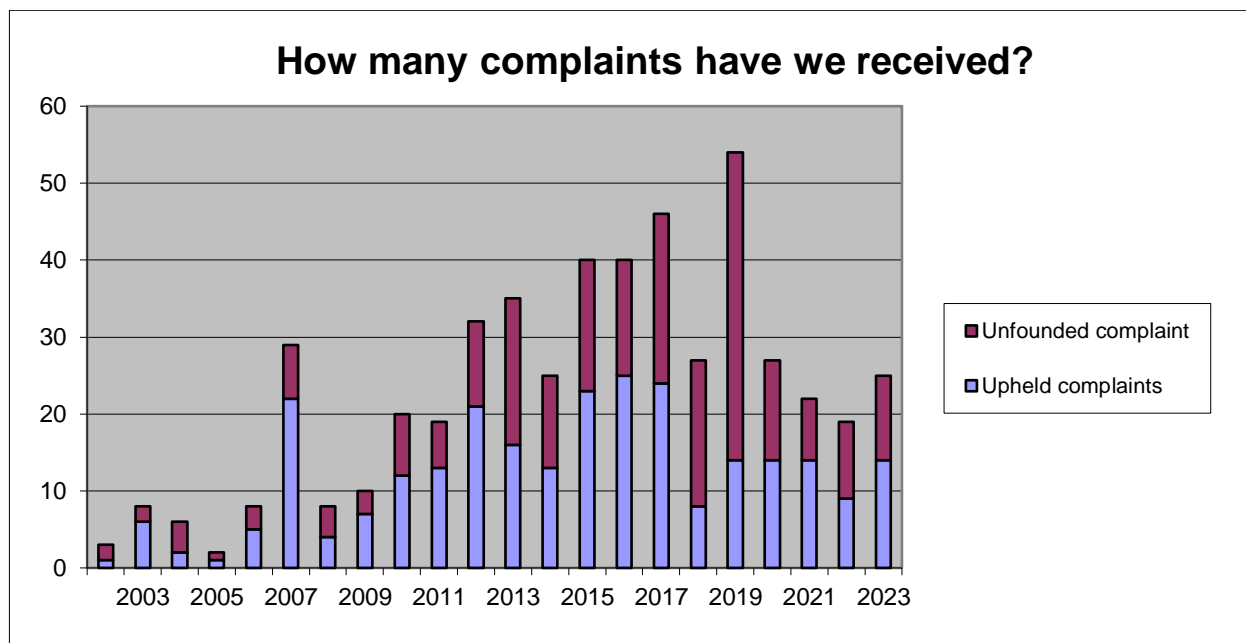
A complaint is defined by SIS as “an expression of dissatisfaction made either verbally or in writing, whether justified or not, about the services that SIS provides”.

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.

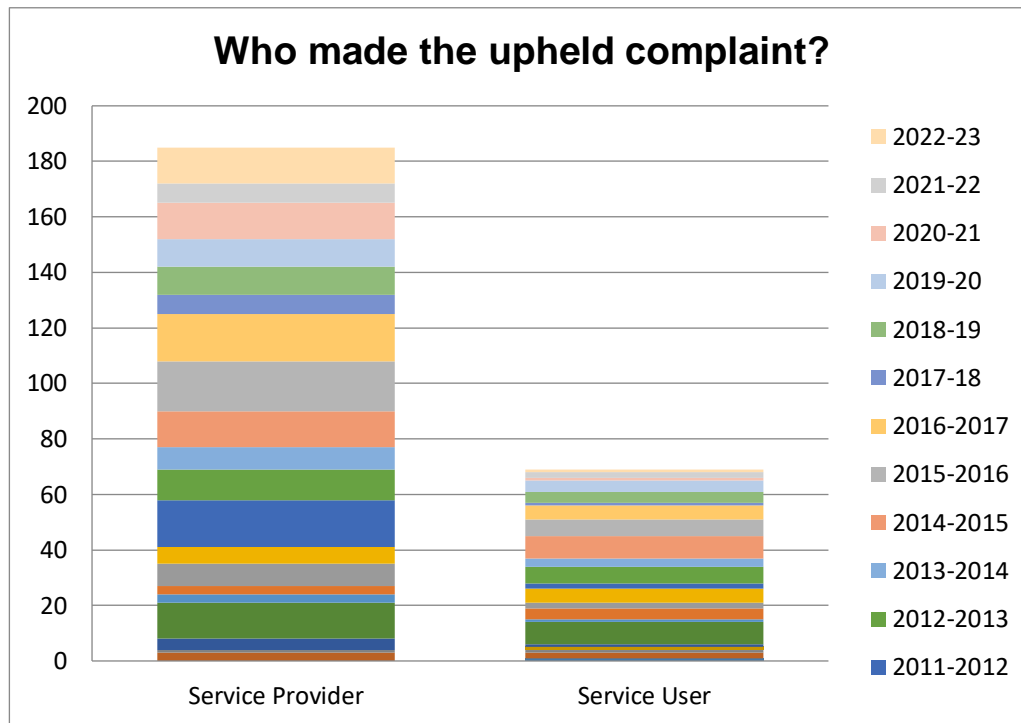
The complaints process enables SIS to provide information, advice and clarification and improve the information provided to customers whether published or delivered verbally.



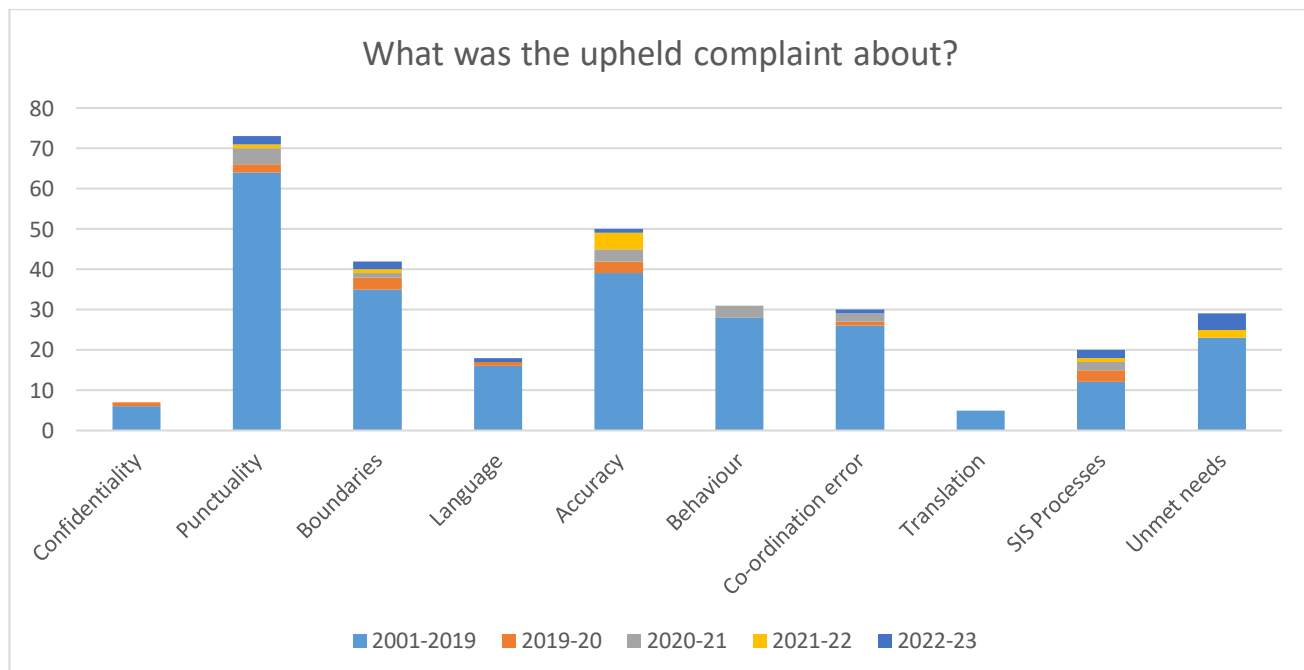
There were 17301 Community Interpreting sessions in the year 2022-23

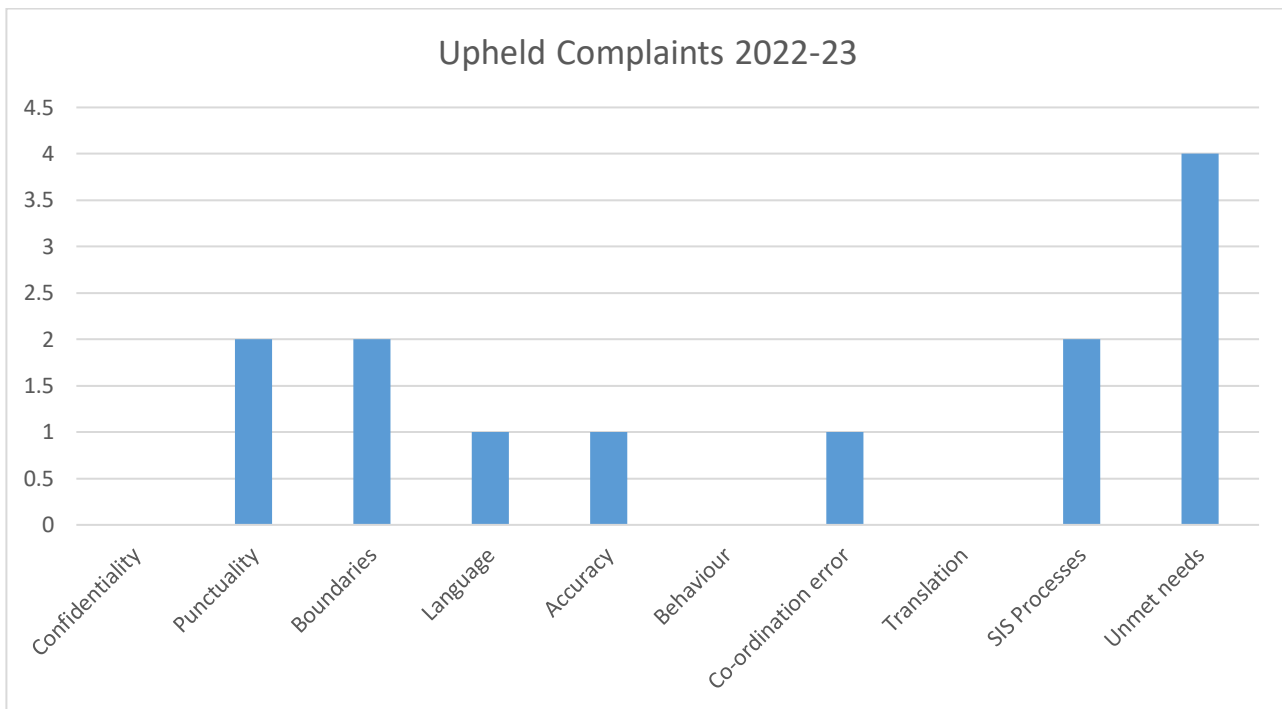
23 complaints were received by SIS - 0.0013%, of interpreting sessions representing a small drop on the previous year.

57% of complaints were upheld, which is the same as for 2021-22



Service Providers continue to provide constructive feedback on a regular basis. Only two complaints were received by Service Users which may indicate either discomfort to provide feedback or a lack of knowledge about how to do this. We ask all linguists to provide contact details to Service Users who express any dis-satisfaction.





There has been an increase in complaints about unmet needs this year. It is a challenge within the industry that freelance sessional linguists are less available than previously. SIS has continued to focus on enrolment of suitable linguists in the most in demand languages and has increased the hourly rate of pay for Face to Face interpreting.