

Clear Voice

Complaints Procedure



OVERVIEW

Every year Clear Voice provides language services to thousands of people via telephone interpreting, face-to-face assignments and written translations. However, on occasion, clients finish an assignment with a feeling that our services were not what they expected. Clear Voice endeavors to deliver the best language services on the market and understanding our clients' concerns and addressing their issues is part of this process. Sometimes we can resolve an issue, sometimes we can only explain reasons why the error occurred and apologise. We always aim to learn from issues that arise. What you tell us helps to improve our service. We are committed to treating your complaint seriously, confidentially, and quickly.

What can I do?

Many complaints can be resolved very quickly and without having to make a formal complaint. It is important to let us know that you are unhappy and to give us a chance to put things right. Please speak to our Operations team or your Account Coordinator who may be able to help straight away. If you still feel a formal complaint should be raised, or you still have concerns, then they may pass details of the issue on to the Complaints department on your behalf or you can use our formal complaints process directly.

Who can complain?

Anyone accessing Clear Voice's service may complain. We will only deal directly with you, and **not** a third party, unless you have given us written consent to do so. If you need some additional help to make your complaint (such as an interpreter), then please let us know.

Making a formal complaint

There are a number of ways you can make a complaint:

1. E-mail

complaints@clearvoice.org.uk

2. Through the contact form on our website

[Contact Us - Clear Voice](#)

3. Telephone

0800 520 0380

4. Post

Clear Voice Complaints, Charlton House, Dour Street, CT16 1AT

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Please note that your complaint does not need to be written in English. It can be written in your own language (by yourself or someone else) and we will then have it translated. Please let your Clear Voice Account Coordinator know if you will need to use our interpretation or translation services so that we can arrange that at the beginning of process.

Your complaint will be logged onto our central complaints register and you will be sent an acknowledgement email, with a unique reference number. The complaint will be investigated, and we will let you know the formal outcome via email. Clear Voice aims to resolve all complaints within 5 working days. However, if the issue is complicated, we will email you and let you know what is happening and how long we think it will take us to reach a conclusion on your complaint.

On occasions, we might need further information to help us investigate a complaint, such as obtaining a recording of the call, where available. We might need to send these files (through a secure channel) to another independent interpreter to transcribe the call, or to an independent assessor to aid us in our investigations. Where this is the case, all assessors who deal with transcriptions and call assessments will sign a deletion of data declaration. This confirms that they have destroyed all data received from Clear Voice in relation to the complaint, in a safe and secure way from all their devices.

We will let you know whether your complaint has been upheld and advise on actions taken to prevent the issue occurring again. We are not able to comment on any staff or interpreter disciplinary action.

Review of your complaint

If you are not satisfied with the outcome of your complaint, you can appeal the decision. If you decide to appeal, Clear Voice's Quality Manager will review how your complaint was handled and the outcome. Generally, this review will not re-investigate your complaint. This review will check that the original complaint was investigated thoroughly, and that the conclusion was reached in a reasonable and fair way. Following the review, the Quality Manager will then email you to formally let you know the outcome, again within 5 working days.

A request for an appeal must be made no later than 5 working days after you have received the outcome of your initial complaint. The Quality Manager can refuse a review when it is believed that the complaint is not genuine or is malicious.

Relevant policies

- Data Records Retention Policy
- Data Subject Access Request Procedure
- Information Security and Data Protection Policy
- Privacy Policy