

## Clear Voice Complaints Procedure

Every year Clear Voice provides assistance to thousands of people, be that via the telephone interpreting service or a face to face assignment. However, every so often someone comes away from our service feeling unhappy. Perhaps you had to wait too long to access an interpreter, perhaps one of our interpreters did not meet our high expectations. Unfortunately, these things happen. We know we are not perfect. But we aim to be. That is why we have a complaints procedure. Sometimes we can put things right; sometimes we can only explain ourselves and apologise. But we do want to learn from our mistakes. What you tell us helps to improve our service to you. 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 go down a formal route. It is important to let us know that you are unhappy and to give us a chance to put things right. Please do not be afraid to speak to the manager of the service that you are using – who might be able to sort out the problem straight away. If they cannot help you, and you still have concerns, then you should use our formal complaints process.

### **Who can complain?**

Anyone accessing Clear Voice's service may complain. We will only deal direct with you, and **not** a third party, so if you need some additional help to make your complaint (such as an interpreter) then please let us know. We will not discuss your complaint with anyone from outside the organisation unless you have given written consent to us to do that. It is important that if you are being supported by a third party, they understand that we will not discuss your case with them, unless you are present and have consented to their involvement.

### **Making a formal complaint**

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

- You can put the information in a letter and post it to:  
Clear Voice Complaints  
Migrant Help  
Charlton House  
Dour Street  
Dover  
CT16 1AT
- or email your letter to:  
[info@clearvoice.org.uk](mailto:info@clearvoice.org.uk)
- You can also find a Clear Voice complaints form on our website

**We do not accept formal complaints via telephone**

**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 the Clear Voice 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 letter, with a unique reference number. The letter will let you know who is going to investigate your complaint. It is our policy that a senior member of staff deals with your complaint, as we do take them seriously. The complaint will be investigated, and we will let you know the formal outcome in writing. Clear Voice aims to respond in full to your complaint within 7 working days. However, if the issue is complicated, we will write and let you know what is happening and how long we think it will take us to reach a conclusion on your complaint.

We will let you know whether or not your complaint has been upheld and we may be able to advise you other outcomes from your complaint. We will not comment on staff disciplinary matters due to our Data Protection commitment.

### **Review of your complaint**

If you are not satisfied with the response you can ask for a final review by Clear Voice's Complaints Adjudicator, who is the Director – MH Trading.

The Adjudicator will appoint a manager to review how your complaint was handled and the outcome of that review. 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 manager will then write to you formally and let you know the outcome, again within 7 working days.

A request for a review must be made no later than 7 working days after you have received the outcome of your initial complaint. The Complaints Adjudicator can refuse a review when it is believed that a further investigation has been requested only to cause a member of staff concern. This would be considered by Migrant Help to be harassment and the complaint's process would be concluded at that time.

### **Relevant Policies**

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



*For Office Use Only:*

<i>Policy Reviewed:</i>	<i>26/07/2018</i>
<i>Policy Review Date:</i>	<i>26/07/2019</i>
<i>Reviewing Officer:</i>	<i>Director – MH Trading</i>
<i>Approval Level:</i>	<i>Chief Operating Officer</i>
<i>Version</i>	<i>1.0</i>