

## Ministry of Justice (MoJ) Complaints Procedure

Please find below the complaints procedure to be followed for issues with interpreting in HMCTS settings. These are taken from an email received by NRPSI from HMCTS on 23<sup>rd</sup> February 2021 following discussions held with management at a meeting on 17<sup>th</sup> November 2020 and confirmed in a follow up meeting on 3<sup>rd</sup> March 2021.

### Complaints Procedure

Set out below is the process to be followed by Language Professionals (LPs) if they have a concern or complaint regarding services provided to the MoJ. There is also a quick guide for different complaint routes, should LPs have other concerns or complaints regarding HMCTS.

#### First Instance

1. If the issue relates directly to the complainant, this should be taken up directly with the provider. thebigword has confirmed it has a process for LPs to raise concerns, queries or complaints, which is set out below (including the link):
  - The complaint is raised on the “Linguist Complaint” form ([Linguist Complaints](#)).
  - Complaints will be resolved within 30 days, with all but the most complex usually resolved within 14 days.
  - Complaints and queries are tracked, monitored and reviewed formally on a monthly basis.

All complaints from LPs are now monitored and reviewed by MoJ as part of the agenda of its regular operational performance boards. Where trends or serious concerns are identified, the board will commission appropriate follow up action.

2. If the complaint/concern relates to the conduct and/or quality standard of another LP, this can either be raised directly with the provider using the process set out above, or it can be raised with The Language Shop (TLS), who are contracted with us to provide an independent and objective quality assurance of the language services provided to the MoJ. The process is set out below:
  - Complaints should be registered at <https://moj.languageshop.org/feedback> leaving as many relevant details as possible.
  - TLS will acknowledge complaints within 2 working days and aim to resolve all complaints within 10 working days.
  - Please note that the incident that the complaint relates must have been observed first hand by the complainant to enable an investigation to be undertaken.

All complaints/concerns raised with TLS are monitored and reviewed as part of the agenda of the regular MoJ operational performance boards. Where trends or serious concerns are identified, the board will commission appropriate follow up action.

### Escalation to MoJ/HMCTS

3. Should the matter not be resolved following the above processes, LPs can escalate the complaint to the Contracted Services Division, HMCTS.
  - The escalated complaint should be sent by email to [Contracts and Perf@Justice.gov.uk](mailto:Contracts_and_Perf@Justice.gov.uk).
  - The Subject header should read 'Escalated Complaint – for the attention of the Language Services Contract Team'.
  - The email must explain why the complaint has been escalated and what resolution the complainant is seeking. The complainant should include details of the attempts to resolve the complaint directly with the service provider and attach relevant documentation.
  - A response will be provided within 10 working days, but please note complex complaints may take longer.

All escalated complaints are monitored and reviewed as part of the MoJ/HMCTS governance of contracted services. Where trends or serious concerns are identified, appropriate follow up action will be undertaken.

6<sup>th</sup> March 2021