



Grievance Policy and Procedure

This policy provides guidance for members and stakeholders needing to report a grievance. This policy applies to the following types of grievances:

- consumers of interpreting services, be they Deaf or hearing, lodging a complaint about an interpreter
- interpreters lodging a complaint about a colleague/s
- interpreters expressing concerns about consumers of interpreter services

All members of ASLIA will be expected to abide by the ASLIA Code of Ethics and Guidelines for Professional Conduct. All members are also expected to be familiar with the grievance procedures cited within this document. While this policy is to be employed by ASLIA members, it could also be used as a guideline or set of suggestions for complaints involving non-members. It should be noted that ASLIA would have no influence in dealing with grievances involving non-members. The purpose of a grievance procedure is to have a method in place to respond to complaints or other issues of concern, no matter who initiates the action.

Policy

Wherever possible, ASLIA considers it most appropriate that complaints be resolved locally. A direct approach should be made to the interpreter or interpreters involved, as well as to the organisation involved. This approach should ideally be made during the assignment or immediately afterward, where possible.

The suggested sequence for dealing with grievances is as follows:

1. during or immediately after the event, with the appropriate personnel;
2. resolution through contact with the relevant employer of the interpreter/s;
 - a. in the case where the interpreter is working in a freelance situation resolution should be sort with the interpreter in question;

3. through dealing with the local ASLIA branch; and finally,
4. referring to ASLIA.

It should also be noted that relevant interpreting associations (e.g., NAATI, AUSIT) may be contacted at any stage in the above process for advice or assistance.

Grievance Procedures

In situations where the grievance could not be satisfactorily resolved locally, the policy is as follows:

1. For Consumers of Interpreting Services

1.1. Complaints may be received in a variety of ways:

- 1.1.1. in person to the President or a member of the Executive Board,
- 1.1.2. via the telephone or TTY to the President or a member of the Executive Board; or
- 1.1.3. in writing/video to ASLIA (either by email, letter or fax)

1.2. In some cases, the complaint or grievance may be resolved by immediate action over the telephone or in the face-to-face situation. However, these incidents must still be reported to the next meeting of the Executive Committee.

1.3. A record of the grievance must be kept, not only for ASLIA's records, but as a record of whatever the resolution of the problem was.

1.4. The record, which will be maintained by the Secretary, would contain details such as:

- 1.4.1. date of the complaint (or when it was received); name and contact details of the complainant (which would be kept confidential);
- 1.4.2. the nature of the complaint (including name of the subject of the complaint and details of the matter to be investigated);
- 1.4.3. a record of the investigations undertaken and the findings and recommendations;
- 1.4.4. final action taken; and

- 1.4.5. the date and manner in which the complainant was informed of the outcome.
- 1.5. The investigation procedure adopted will be that of a fact finding mission. Investigations must be conducted in conditions of respect and "wanting to get to the bottom" of the problem.
- 1.6. Once a complaint has been investigated, there are various ways it may be resolved.
 - 1.6.1. letter/video of explanation and/or clarification to the complainant;
 - 1.6.2. changes in practice may be recommended to the interpreter or service provider; or
 - 1.6.3. more serious matters or formal complaints may require disciplinary action as per Clause 3.10 of the ASLIA Constitution.
- 1.7. On some occasions, investigations may be discontinued. Reasons may include:
 - 1.7.1. where a complainant is shown to be vexatious;
 - 1.7.2. where solutions to a complaint have been put to the complainant and the Executive Committee of ASLIA believe they can offer no further assistance;
 - 1.7.3. where a complaint has been investigated previously by another body, and it is found that the complaint was adequately addressed; or
 - 1.7.4. where the complaint is more than 12 months old.
- 1.8. If disputes or complaints cannot be resolved by the Executive Committee of ASLIA, it may be necessary to go to external mediation, i.e. the Community Justice Program as it exists in each state and territory.

2. Procedure for Dealing with an Initial Complaint

- 2.1. A Complaints Record Sheet must be completed for all grievances, even if they are settled immediately over the telephone.
- 2.2. The grievance will be evaluated by a quorum of the ASLIA Executive Board

- 2.3. An investigation may be initiated, if appropriate.
- 2.4. A letter will be sent to the complainant within two (2) weeks, acknowledging receipt of the complaint, outlining actions that will be taken by ASLIA, with an estimated timeline for completion and a request further information if necessary.
- 2.5. The first action will be to inform the interpreter about which the grievance has been made, providing a summary of the issue/s raised. This may be done in person or over the phone, however it must always also be provided in writing (via email or posted correspondence). At this stage, the interpreter will be invited to comment.
- 2.6. A summary of the interpreter's response will be forwarded to the complainant.
- 2.7. Actions shall be continued until satisfactory resolution has been completed and recommendations from any investigation shall be forwarded in writing to both parties, and recorded in the Complaints Record Sheet.

3. On-going Complaints

If a complaint cannot be resolved in the above manner, or if an interpreter has seriously breached the Code of Ethics, or behaved contrary to guidelines for Professional Conduct then a formal complaints procedure will be put into effect, in accordance with Clause 3.10 of the ASLIA Constitution.



ASLIA Grievance and Complaint Form

To assist ASLIA in addressing your issue please complete the following form and attach any relevant documents prior to submitting to ASLIA. Please be reassured that all complaints received will be handled in a sensitive manner and information provided will be kept confidential.

Details of person making complaint	
Name:	
Phone contact number:	<input type="checkbox"/> SMS ONLY
Postal address:	
Email address:	
How would you prefer ASLIA to contact you? <input type="checkbox"/> SMS <input type="checkbox"/> PHONE (voice) <input type="checkbox"/> EMAIL	
<p>Please provide a statement giving full details of your grievance. Please include statements of fact, including:</p> <ul style="list-style-type: none"> • The name/s and position of person/s involved (include the name of any witnesses). • Dates and times of any events. • The effect the dispute/grievance has had on you. • Copies of any documents relating to your grievance (e.g. witness statements, Screen shots from social media). • <i>(Please attach additional sheets if needed)</i> 	

What steps have you already taken to resolve this grievance? Please give the name of any person or organisation you have approached in relation to your grievance.	
What resolution would you like?	
Signature:	Date:
ASLIA to complete sections below	
Date complaint received	
Channel complaint received	<input type="checkbox"/> PHONE (voice) <input type="checkbox"/> EMAIL
Date complainant notified that complaint was received	
Channel complainant notified	<input type="checkbox"/> PHONE (voice) <input type="checkbox"/> EMAIL

Version History

Version Date	Prepared by	Checked by	Approved by motion	Summary of updates
V1.0 2012				
V2.0 2017				
V3.0 2018	Danielle Ferndale Neva Milton			Template, Language, content, removal 'For Interpreters to Make Complaint About a Fellow Interpreter; If The Consumer/s Do Not Know How to Work With an Interpreter'