

ASLIA External Grievance Process

This process provides guidance for members, non-members and stakeholders needing to resolve a grievance related to the provision of interpreting and translating services and the work or conduct of interpreters and translators as it relates to their work or their business. This process is recommended for the following types of grievances or disputes between:

- ASLIA members
- ASLIA members and non-members
- Consumers of interpreting and translating services and language service providers (including agencies or direct bookings with individual interpreters and translators under their ABN)
- consumers of interpreting and translating services and interpreters and translators
- Interpreters and translators and language service providers

All professional interpreters with NAATI certification or credentials are expected to abide by the ASLIA Code of Ethics and Guidelines for Professional Conduct.

After careful consideration, ASLIA does not have the resources, skills and capacity to receive, review and resolve grievances between the parties listed above. It should be noted that ASLIA has no influence in dealing with grievances involving non-committee members and non-Board Directors.

The purpose of this grievance procedure is to have industry guidelines in place to respond to disputes, grievances or other issues of concern.

Process

Wherever possible, ASLIA considers it most appropriate that grievances and disputes be resolved directly between the parties involved locally. A direct approach should be made between the complainant and the individual or business involved. This approach should ideally be made during the realisation of a grievance or immediately afterward, where possible.

The suggested sequence for dealing with grievances locally is as follows:

1. during or immediately after the event, with the appropriate personnel and via an appropriate channel of communication;
2. resolution through contact with the relevant language service provider following their appropriate contact channels.

In situations where the grievance could not be satisfactorily resolved locally, the following process would be appropriate:

1. Record and retain any relevant documents relating to your grievance (e.g. names, dates, witness statements, screenshots from social media, written or videoed correspondence).
2. Seek professional mediation, i.e. the Community Justice Program as it exists in each state and territory.

In the absence of an industry wide regulatory body, complaints are best raised via the complaints and grievances process of the of the place of employment where the issue occurred. For example, through the Language Service Provider the interpreting or translating was organised through, the NDIS Safeguards Commission if the interpreting or translating services was provided was booked directly under the individuals ABN and funded by the NDIS. The State Department where the incident occurred can also be contacted, for example State Health Departments, Education Departments. After following the appropriate complaints procedures, if the matter is unresolved, explore professional mediation and legal pathways.

Government links below are other points of contact that grievances and complaints can be made to as relevant.

[National Disability Safe Guard Commission](#) and their [capacity to work with complaints and grievances](#).

Version History

Version Date	Prepared by	Checked by	Approved by motion	Summary of updates
V1.0 2023	Danielle Ferndale Belinda Roberts	ASLITA Board	24/04/2024	