

Concerns and complaints

NRCPD

2020 Concerns & Complaints Summary

can't make sure it doesn't happen to anyone else.

If you are not sure if you should make a formal complaint, you can't make a complaint, you can raise a concern.

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Introduction

This document provides you with a summary of all concerns and complaints that were concluded in 2020. We intend to publish this document annually with the purpose of informing Registrants and Regulated Trainees of the key issues in conduct and practice arising from concerns and complaints.

Registrants and Regulated Trainees can use this information as learning points to reflect on their own practice, identify areas for development and take steps to improve, for example by seeking appropriate training, mentoring or supervision opportunities. Those with a role supervising, mentoring or in education may be able to use this to develop the practice of others.

In addition to the learning points, this document sets out:

- How many complaints and concerns NRCPD concluded in 2020.
- The nature of the complaints and concerns.
- The outcome of the complaints and concerns.
- The source of the complaints and concerns (e.g. agency, co-worker, member of the public, Deaf service user).

This has also been distributed to all the Professional Associations of which our Registrants and Regulated Trainees are members, to assist in developing CPD opportunities for their members.

This is the first year that we are producing this document and we will start building a portfolio going forwards so that you can build a comparable picture, comparing data year-on-year.

This document will be updated in line with any current legislation and will evolve over time, especially as our concerns and complaints procedures are reviewed regularly.

All information in this document or relating to individual cases in this document will be anonymous, with the exception of register removals, suspensions and practice restrictions.

As the UK national voluntary regulator of Sign Language Interpreters and Translators, Lipspeakers, Speech to Text Reporters, Notetakers and Interpreters for Deafblind People, we have a duty to investigate concerns and complaints about the practice of the professionals on our registers.

The overall aim is to ensure that professionals are safe to practice and where there are shortcomings to identify them and encourage development, so that practice generally is improving. In serious cases, it is possible that chances of improvement are so slim that register removal is an option, but this is with the aim of protecting the public, not of punishing the professionals on our registers.

A concern is raised when a person does not wish the practice issues they report to be dealt with in a formal way under the complaints process, or the issues do not meet the threshold for a formal complaint. For example, if they are minor or if it is not directly related to practice or an assignment. Sometimes a concern leads to a formal complaint.

A complaint is a formal process that leads to the gathering of statements of evidence and other material, leading to allegations of breaches of the NRCPD Code of Conduct. The evidence is then reviewed by independent Case Examiners who may offer advice about how to improve practice, to agree an undertaking, issue a warning about future conduct or find no case to answer. Or if they decide the allegations, supported by evidence, are of sufficient gravity they may refer the case for a full Complaints Committee hearing.

If the Complaints Committee finds there were no breaches of the Code, they will dismiss the case. Otherwise, they may decide any of the outcomes available to case examiners or they may issue an order to undergo training, professional supervision, to restrict practice for a period

of time, or an order of suspension or removal from the register.

We publish the outcome of all formal complaints on our website at this link:

www.nrcpd.org.uk/complaint-summaries

We publish the summaries so people can see what types of complaints we deal with and the outcomes.

These summaries are anonymous and are an overview of the complaint, but do not go into great depth.

If a complaint is referred to the Complaints Committee, a fuller outcome is published at this link below:

www.nrcpd.org.uk/complaints-committee-decision

If it is in the public interest then we will publish the name of the Registrant or Regulated Trainee in the Complaints Committee outcome. This is normally when their practice as a NRCPD registered language service professional is restricted, or they are suspended or removed from the register as the public need to know of these.

Common Issues Identified in Concerns and Complaints for Professionals to Consider

We have reviewed the complaints, concerns and general feedback we have received over the past 12 – 18 months and have identified some common issues that are raised. These issues are summarised below:

Attending Appointments:

- Lateness – not arriving to allow time to speak with the client before the appointments. This limits the opportunity to learn important information from the client about the assignment and can make clients feel rushed and anxious.
- Accepting bookings without knowing the full details and being unprepared.
- Not having the NRCPD ID badge on display/not having the badge with them.

Remote Assignments:

Due to the pandemic, remote interpreting has become very common over the past 18 months. Although face-to-face appointments are increasing, we expect that many assignments will remain online in the long term.

- **Technology issues:** being unfamiliar with remote platforms, for example unfamiliar with functions such as the pin function. Using a small tablet or a phone rather than a laptop. This can lead to issues with the client not being able to see the Registrant properly and is impractical for longer periods of time. Unstable internet connection.
- **Unsuitable working environments:** cluttered home environments create visual distractions and sometimes does not reflect well on the client. Other people being in the same room presents confidentiality issues.

- Maintaining professional standards of presentation.

Regulated Trainees:

- Accepting assignments beyond their skills and experience, a lack of awareness on their limitations.

Co-working:

- Issues around co-working – i.e., a Registrant raising concerns about their co-worker. This is not a common concern or complaint. We are aware that horizontal violence is prevalent within the professions and if Registrants and Regulated Trainees experience this at work, they should raise this with NRCPD.

Social Media:

We have received a number of concerns about behaviour on social media. Although not usually actionable under the Code of Conduct, we encourage people to contact us with these concerns so we can raise it with the Registrant or Regulated Trainee.

2020 Statistics on Formal Complaints

In 2020, we received **3** formal complaints. All three have been closed.

Complaint	Raised by	Outcome
1	Deaf Client	Advice about practise to avoid issues happening again. Formal warning about arrival times at assignments.
2	Co-Worker (Registrant)	Advice about practise to avoid issues happening again. Issues raised to be discussed in professional supervision.
3	Agency	Advice about practise to avoid issues happening again. Further reflection with a supervisor recommended.

In 2020, we also closed an additional **5** complaints that were raised in a previous year. Complaints 1 and 2 were about the same Registrant.

Complaint No.	Raised by	Outcome
1 + 2	Deaf Client	Registrant was permanently removed from the NRCPD registers following a Complaints Committee hearing.
3	Co-Worker	Written warning to remain on Registrant's file for 12 months. Advice about practise and specific unstructured CPD to be undertaken before next renewal.
4	Deaf Client	No case to answer.
5	Deaf Client	No case to answer.

As of 31st December 2020, there is **1** complaint at appeal hearing stage, and the outcome will be published once the appeal has concluded.

2020 Statistics on Concerns

These 2020 statistics on concerns are about NRCPD registered language service professionals and do not include agency concerns.

In 2020, we received and closed **34** concerns about Registrants and Regulated Trainees. We did not take any further action on a number of these concerns for a range of different reasons. For example, the person raising the concern did not want us to do anything, or they did not want to give the information we needed to do something about the concern such as the name of the person, or it was not appropriate for us to intervene. The concerns we have received and the feedback from the individuals who raised them have been fed into the Complaints Process review.

Concern No.	Raised by	Outcome
1	Deaf Client	Contacted booking agency for further information. No further action taken.
2	Deaf Client	No further action.
3	Deaf Client	No further action.
4	Registrant	No further action.
5	Member of the Public	No further action.
6	Registrant	No further action.
7	Registrant	No further action.
8	Deaf Client	No further action.
9	Member of the Public	No further action.
10	Registrant	Concerns raised with TSLI supervisor to discuss during a mentoring session.
11	Registrant	No further action.
12	Charity	Concerns raised with the registrant. No further action taken.
13	Registrant	No further action.
14	Deaf Client	No further action.
15	Deaf Client	No further action.

16	Deaf Professional	Concerns raised with the registrant. No further action taken.
17	Registrant	No further action.
18	Registrant	Concerns raised with TSLI supervisor to discuss during a mentoring session.
19	Deaf Client	Concerns raised with the registrant. No further action taken.
20	Anonymous	No further action.
21	Registrant	No further action.
22	Public Body	No further action.
23	Member of the Public	No further action.
24	Anonymous	No further action.
25	Registrant	Concerns raised with TSLI supervisor to discuss during a mentoring session.
26	Registrant	No further action.
27	Deaf Client	Concerns raised with TSLI supervisor to discuss during a mentoring session.
28	Deaf Client	No further action.
29	Deaf Client	Concerns raised with the registrant. No further action taken.
30	Agency	No further action.
31	Regulated Trainee	Concerns raised with the registrant. No further action taken.
32	Deaf Client	Concerns raised with the registrant. No further action taken.
33	Deaf Client	No further action.
34	Registrant	No further action.
35	Member of the Public	Proceeded to a complaint.

Recommendations

We recommend that NRCPD registered language service professionals pay attention to the areas of concern listed in this document from Deaf, hard of hearing and deafblind people.

The types of concerns and complaints covered in this document are not exhaustive, but do highlight factors that we recommend that you consider as part of reflective practice. Being a reflective practitioner empowers you to demonstrate insight into your own professional practice and identify areas for improvement.



Together,
towards unlimited inclusion for d/Deaf* and deafblind people.

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NRCPD
Empowering unlimited inclusion for d/Deaf* and Deafblind People.