

From: Paul Parsons
Sent: 17 July 2012 12:44
To: 'Roger Beeson'
Subject: RE: Addition to the Code of Conduct & Complaints Procedure

Dear Roger,

Thanks for your email. I had the opportunity to raise with the board the suggestions you made for improving the Code of Conduct and Complaints Procedure, so I did just that. You raised two points to consider:

- For inclusion in the Code of Conduct: a duty on interpreters to challenge a colleague's poor professional practice, and if appropriate report the colleague to NRCPD.
- For inclusion in the Complaints Procedure: to allow a cumulative complaint stretching back over a period which is much more than one month and which is not about a single event.

Board members discussed your suggestions at their July meeting. They offered their thanks for the helpful and practical approach you've taken and agreed your comments should be fed into the scheduled reviews of the complaints procedure and code of conduct for formal consideration. Both reviews are in process and we will be in contact if we need more information from you.

Thanks again.

All best wishes,

Paul

Paul Parsons
Director