



Complaints Policy & Procedure

Our Complaints Procedure for transcription work is below. This can be tailored to specific contracts as required. If you have any complaints or queries about our service please get in touch directly with our Managing Director, Peter Gresty – [contact information is here](#).

Definitions:

Quality Consultant – a professional proof reading transcriber. For most of our ongoing contracts we proof read a number of transcriptions before they are sent to our clients and our Quality Consultants also randomly check a percentage of our smaller orders on a regular basis. Our Quality Consultant will be an experienced transcriber who listens to recordings to check transcriptions for accuracy.

Transcriber – the transcriber responsible for completing the transcription of the audio recordings.

Procedure

A complaint can be received verbally, by phone, by email or in writing.

The person who receives an email/written/phone or in person complaint should:

- Write down the facts of the complaint.
- Take the complainant's name, address and telephone number.
- Tell the complainant that we have a complaints procedure.
- Tell the complainant what will happen next and how long it will take.
- Where appropriate, ask the complainant to send a written account by post or by email so that the complaint is recorded in the complainant's own words.

We will formally acknowledge the complaint within 48 hours and log it to our customer feedback register within 2 working days.

An acknowledgement will confirm who is dealing with the complaint and when the complainant can expect a reply. A copy of this complaints procedure will be attached.

Our complaints procedure is divided into two sections – Stage 1 and Stage 2.

Standard Complaint – Stage 1

In many cases, a complaint is best resolved by the person responsible for the issue being complained about. Usually in the case of transcription work we will ask our Managing Director or the Quality Consultant to respond and attempt to resolve the issue to the satisfaction of the complainant.

If it has not resolved at this stage, an appropriate person (Director level) will investigate and take appropriate action within 5 working days.

We may ask the Transcriber or Quality Consultant who dealt with the complainant to reply to the complaint.

This will be done within 5 days of the end of our investigation.

Within 2 days of that communication (which can be by phone, video conference, face to face, email or letter) we will write to the complainant to confirm what took place and any solutions agreed.

If the complainant does not want a conversation/meeting, we will send a detailed reply to the complainant.

This will include suggestions for resolving the matter. This will be done within 5 days of completing our investigation.

Escalation Process – Stage Two

If the complainant feels that the problem has not been satisfactorily resolved at Stage One, they can request that the complaint is reviewed at Board level.

At this stage, the complaint will be passed to the Managing Director.

The request for Board level review will be acknowledged within 48 hours of receiving it.

The acknowledgement will confirm who will deal with the case and when the complainant can expect a reply. The MD may investigate the facts of the case themselves or delegate a suitably senior person to do so. This may involve reviewing the case and speaking with the person who dealt with the complaint at Stage One.

If the complaint relates to a specific person, they will be informed and given a further opportunity to respond.

Stage 2 complaints will receive a definitive reply within 10 working days.

If this is not possible because for example, an investigation has not been fully completed, a progress report will be sent with an indication of when a full reply will be given. The decision taken at this stage is final.

If the complainant is still not satisfied with the outcome of the complaint, they can contact the Transcription Society, an industry trade association providing accreditation to transcribers, of which we are a member, by visiting www.thetypingworks.com.

Continuous Improvement (Complaints)

Stage Three

We monitor and review the effectiveness of our complaints handling process to ensure that this continuously improves and learnings from complaints handling are carried through into the organisation.

Complaints are reviewed annually to identify any trends which may indicate a need to take further action. We record all complaints in our customer feedback register.

We review our Complaints Procedure regularly and if you have any suggestions for improvement please get in touch. Thankfully we get very few complaints about our service but we are aware that it is extremely important to have a robust procedure in place when the need arises.