

SLOUGH TRANSLATION AND INTERPRETING SERVICE

STANDARDS OF SERVICE AND COMPLAINTS PROCEDURE

2nd Floor, Buckingham Court
Buckingham Gardens, Slough
Berkshire, SL1 1HP

Tel: (01753) 691266 /539944, Fax: (01753) 517329
Email: office@stais.org

Office Hours:
Monday - Friday 8.45 a.m. - 4.45 p.m.

WELCOME TO THE SLOUGH TRANSLATION AND INTERPRETING SERVICE.

This leaflet outlines the standards of service that, those using our service can expect from STAIS. In the event that you wish to make a complaint or suggestion about how we can improve our services, the leaflet also explains the complaints procedure. We hope you find it a helpful guide when accessing our services.

The Slough Translation & Interpreting Service is an autonomous voluntary organisation which is managed by SREC. The organisation receives has received funding from Slough Borough council, Berkshire Health Authority and the SRB Challenge Fund.

The Aims of the organisation are to:

- Provide interpreting & translation services for local minority ethnic communities and service providers from the statutory, voluntary and private sectors.
- Assist individuals from minority ethnic communities and their families, to access appropriate statutory and voluntary services such as housing, health, education, social services and welfare benefits.
- Increase the opportunities for Black and Minority Ethnic communities to participate in consultation and planning exercises carried out by service providers.
- Assist statutory and voluntary agencies in the spheres of education, health and social welfare to deliver services which are appropriate and sensitive to the needs of Black and Minority Ethnic communities.
- Provide advice and assistance to statutory and voluntary agencies in making their services more accessible to Black/Minority Ethnic communities through the provision of interpreting and translation.
- Generally promoting the use of trained interpreters and translated materials

STANDARDS OF SERVICE

- First and foremost, anyone who uses STAIS services can be assured of impartiality and the strictest confidentiality.
- Staff will be courteous, honest and helpful at all times. When you write, telephone or visit our office, the person you are in contact with will tell you his or her name.
- STAIS services to Minority Ethnic communities are mainly free of any charge. However in some circumstances, there will be a small charge, please ask for details.
- In circumstances where your case is clearly out-with the scope and remit of STAIS, staff will, with your agreement, refer your case to the appropriate agency which will be able to provide you with an appropriate service.
- In circumstances where the case is within the scope and remit of STAIS, the appropriate service will be offered. Any action taken will be with your full knowledge and consent.
- Any agreed time scales agreed with you will be adhered to. If we are unable to meet agreed time scales due to reasons out-with our control, you will be contacted immediately to give you the opportunity to negotiate new time scales or cancel the work commissioned.

WHEN YOU WRITE TO STAIS

We will reply to, or acknowledge your letter within seven working days of receiving it. We will answer your query as fully and as helpfully as possible.

WHEN YOU TELEPHONE STAIS

We will respond to your enquiry as fully and as helpfully as possible. If your query is of a specialist nature, we will find out the answer for you and respond to your query within seven working days.

WHEN YOU VISIT STAIS WITHOUT AN APPOINTMENT

You will be made to feel welcome and will have an opportunity to discuss your requirements with the appropriate member of staff. In the event that the appropriate member of staff is not available to speak to you, an appointment will be made for you to visit the office when s/he will be present.

WHEN YOU VISIT STAIS BY APPOINTMENT

A worker will be there to receive you, hear details of your requirements and offer appropriate advice or help. Should you wish to do so, you are free to bring a friend or relative along with you.

ST AIS constantly strives to provide its services to the highest standard. However, we may not always get it right. In order to monitor quality and standards and consistently provide quality services we rely on feedback from users.

If you have any suggestions about how we can improve our services to you please let us know. Your suggestions will be taken into consideration when any review of services takes place.

COMPLAINTS PROCEDURE

If for any reason you are not happy with any aspect of service provided by STAIS and would like to make a complaint, you should follow the procedure outlined in this leaflet.

In the first instance you should make a complaint in writing to the Service Manager. If your complaint is about the manager then you should write to the Chairperson of the Personnel Sub-Committee, (marking the envelope "private & confidential").

Your letter will be acknowledged within seven working days of being received. Your complaint will be recorded and investigated immediately in strictest confidence and with impartiality.

You will be contacted if we need any further information from you. We will write to you within fifteen working days informing you of the outcome of our investigation. If you are not satisfied with the response you receive you should write to the Chairperson of SREC, (marking the envelope "private & confidential") at the address given on the front of this leaflet.

Your letter will be acknowledged within ten working days. The Chairperson will investigate your complaint and will inform you of his / her findings and any appropriate action taken, within fifteen working days.

If it takes more than fifteen days to conclude the matter you will be informed of this and will be kept up to date with the progress being made.

Slough Translation & Interpreting Service is an autonomous, voluntary, non-profit making organisation managed by Slough Race Equality Council.

STAIS has been funded by

- **Slough Borough Council**
- **Berkshire Health Authority**
- **The Nai Roshni Partnership**