

HMCTS Complaints – Quick Guide for Language Professionals

This guide sets out the complaint process and contact, depending on the nature of the complaint.

1. Complaint relating to the interpreting service and/or Service Provider

First Instance

- a. If the issue relates directly to the complainant, this should be taken up directly with the provider. thebigword has confirmed it has a process for LPs to raise concerns, queries or complaints, which is set out below:
 - The complaint is raised on the “Linguist Complaint” form ([Linguist Complaints](#)).
 - The complaint will be resolved within 30 days, with all but the most complex resolved more quickly (on average, complaints are resolved in 14 days).
 - Complaints and queries are tracked, monitored and reviewed formally on a monthly basis.

- b. If the complaint/concern relates to the conduct and/or quality standard of another LP, this can either be raised directly with the provider using the process set out above, or it can be raised with The Language Shop (TLS), who are contracted with us to provide an independent and objective quality assurance of the language services provided to the MoJ. The process is set out below:
 - Complaints should be registered at <https://moj.languageshop.org/feedback> leaving as many relevant details as possible.
 - TLS will acknowledge complaints within 2 working days and aim to resolve all complaints within 10 working days.

Please note: The incident that the complaint relates must have been observed firsthand by the complainant in order for an investigation to be able to be undertaken.

- c. If the complaint relates directly to the quality assurance provider, The Language Shop, follow the process set out below:
 - Complaints should be registered at <https://moj.languageshop.org/feedback> leaving as many relevant details as possible.
 - TLS will acknowledge complaints within 2 working days and aim to resolve all complaints within 10 working days.
 - If the complainant is not satisfied with the response, it is escalated to a member of the TLS Board who has not been involved in the complaint resolution for independent review.
 - If the complainant remains dissatisfied with the response, they can escalate the complaint to MoJ.

Escalation to MoJ/HMCTS

- c. If the complaint is not resolved, LPs can escalate the complaint to the Contracted Services Division, HMCTS.
 - The escalated complaint should be sent by email to Contracts_and_Perf@Justice.gov.uk.
 - The Subject header should read 'Escalated Complaint – for the attention of the Language Services Contract Team'.
 - The email must explain why the complaint has been escalated and what resolution the complainant is seeking. The complainant should include details of the attempts to resolve the complaint directly with the service provider and attach relevant documentation.
 - A response will be provided within 10 working days, but please note complex complaints may take longer.

2. Concern or complaint relating to Covid 19 measures and safety in court

- a. If a Language Professional has concerns about a particular court or tribunal venue (such as the level of cleanliness or other court users not wearing masks), this should be reported to HMCTS staff on site. HMCTS staff will liaise with cleaning staff and/or manage the issue as appropriate.
- b. You can also provide feedback centrally using our [Let us know](#) service on GOV.UK. One of our central team will follow this up with the local court or tribunal, so the right local managers will be able to tackle and respond to the concern.

3. All other complaints regarding HMCTS

- a. If a Language Professional has a complaint regarding HMCTS for any other matter, please refer to the [HMCTS Complaints Procedure](#). This provides further details and other methods for lodging a complaint.
- b. Complaints will be dealt with by the HMCTS Complaints Team and will be responded to within 10 working days. For ease of reference, the guidance about the complaints process can be found here: <https://intranet.justice.gov.uk/documents/2017/10/complaint-handling-and-the-three-step-complaint-process.pdf>