



Sign Language Interactions

| Suite 10, 27-29 Crown Street, Ayr KA8 8AG |

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| Company Registration No: 261069 | VAT Registration No: 862372909 |

Service Terms & Conditions

Request

A Request/Booking Form should be completed via the web site, sent as email, fax or in hardcopy. You may also make a request by telephone, textphone, or by text message. (If your request is urgent or requires an immediate response, it is recommended that you make your request by phone). Once received, a request is checked and added to the system. A request via the web site will be acknowledged by an automatic email, followed by contact by an Administrator. When another method is used an Administrator will contact the Referrer to confirm the request has been received.

When a Request is received it will be acknowledged. If a Request is made, but no acknowledgment is received, the Referrer should contact the Sign Language Interactions (SLI). A Request does not constitute a booking or an agreement to provide.

Search

Each request made is subject to the same process: Availability check of staff and freelance providers. A request is sent by text message or voice call to the mobile phone of each approved Freelance Provider.

All requests are dealt with in the same manner and the search conducted with equally intensity. We work tirelessly to cover all requests, but given demands exceed supply, inevitably unmet need occurs.

Progress

To check the progress of a request, contact Sign Language Interactions

Due to the system employed to manage assignments, we can provide accurate reporting at any given point. However, as demand and supply is fluid, any progress report given via the Co-ordinator is subject to change and cannot be held as binding.

Confirmation

When an appropriate provider is identified, they will be provisionally allocated. An Administrator will contact the Referrer to confirm the booking. Once approved, Confirmation will be sent to the Referrer, Funder, and the Provider. The details contained in the Confirmation should be checked and amended if required.

Details contained in the Confirmation should be checked and any amendment, addition, error or omission should be reported immediately. If a Confirmation for a service has been issued, but despite due care and diligence, and for reasons beyond our control we fail to provide that service, we are unable to accept liability. Fees, Expense, Terms and Conditions will be confirmed prior to the assignment.

Preparation

Once confirmed, additional information regarding the assignment should be sent to Sign Language Interactions. An agenda, minutes or notes are useful, whilst a map or directions to the venue would be helpful.

Where preparation is deemed essential, a service can only be provided should information be received. This may result in a Cancellation of the assignment and could incur charges.

Event

The Provider(s) will attend the assignment as specified in the Confirmation. In consultation with the Client(s), they will advise how best to facilitate access.

Sign Language Interactions Ltd state that each interpreter must be appropriately qualified and abide by the Ethics and Code of Conduct as issued by Scottish Association of Sign Language Interpreters (S.A.S.L.I.) The contracted party is required to ensure that the assignment venue holds Public Liability insurance, conducts regular health & safety audits and takes measures to remove or reduce risk.

Assignment Feedback

A Feedback Form is available online, via email and in hard copy.

The information is used to monitor the standard of service provided.

Finance

On completion of an assignment, an invoice will be sent to the Funder. This invoice should be paid or disputed within 28 days of issue.

The services provided adhere to a set fee structure. Every effort is made to keep expense at a minimum and where possible, costs are distributed fairly between assignments. Where possible an expense estimate is given and approval sought.

Cancellation

The Referrer may cancel a request or the provision of a service at any stage by contacting SLI.

The following cancellation charges apply in all cases: Post confirmation of booking, cancellation fees:

5 Working days - Full fee

6-7 days - Half fee

Unallocated

Due to the limited number of Providers and overwhelming demand, unmet need does occur. A Referrer may specify the deadline by which they wish to be updated or until when the search should continue. Should it be felt that we might be unable to meet a request, a Co-ordinator will contact the Referrer.

All services offered by Sign Language Interactions are offered subject to availability. Demand for services exceed supply, this inevitably leads to unmet need.

Complaints

Should a Consumer be dissatisfied with any aspect of the service, they may access the Complaint Procedure. Ideally, this should be in writing within 28 days of the event/ incident. The complaint will be formally acknowledged within 3 working days and further information regarding the process given.

Any Consumer dissatisfied with any aspect of the service may make a formal complaint by using the Complaints Procedure. The Complaint should be made with 28 days of the incident.

Information Security

Access to information is restricted and password protected. We operate a comprehensive Information Security Policy, including Data and Physical Security, a Document / Information Handling Process and an Identity Check system.

A Request, Consumer records and Assignment details are held on a computer database. Redundant material is securely archived and when appropriate, shredded. The database and web site do not maintain a direct link and all confidential transactions are conducted via a secure server. Request information issued to Providers is limited to prevent possible identification of parties.