



WFD-WASLI Accredited International Sign Interpreter Professional Conduct Review Process

Approved by WFD and WASLI Boards: 17 January 2019
Endorsed by WFD-WASLI International Sign Accreditation Advisory Body

Click here for [International Sign Version](#)

Professional Conduct Review Process

The Professional Conduct Review Process provides a mechanism for any persons who wish to make a complaint about a WFD-WASLI International Sign Interpreter's professional conduct. The Professional Conduct Review Committee formed by WFD-WASLI manages the Professional Conduct Review Process (PCRP).

WFD-WASLI International Sign Accredited Interpreters are required to abide by the WASLI-WFD Code of Conduct. If you believe that any WFD-WASLI International Sign Interpreter has engaged in behaviour that is inappropriate and is a breach of the [WFD-WASLI Code of Conduct](#), you may file a complaint with the WFD-WASLI Professional Conduct Review Committee within 120 days of any perceived misconduct.

Which Interpreters are covered by this process?

Only WFD-WASLI International Sign Accredited Interpreters can be held accountable for their professional conduct through this review process.

If your complaint is against an interpreter that is **not** a WFD-WASLI International Sign Accredited Interpreter, neither WFD nor WASLI have the authority to hold that person accountable for their professional conduct through this process.

In addition, the PCRP cannot do the following:

- Deal with complaints about matters that are being dealt with through any form of legal action within any government entity in any country
- Give legal advice about the complaint
- Appoint a solicitor or attorney to act for complainants
- Order the interpreter to reimburse a client based on poor service

Whenever possible, WFD-WASLI encourages the parties to engage in conversation with the goal of **resolving the issue directly**. This means that you and the WFD-WASLI International Sign Accredited interpreter should endeavour to hold a conversation about the perceived issue in an attempt to reach a resolution. If this does not resolve the issue you may file a complaint with the Professional Conduct Review Committee.

How to register a complaint

Please email the Chair, Professional Conduct Review Committee if you wish to file a complaint or discuss a concern. In your email, please include your name and email address, as well as the name and email address of the interpreter against whom you have a complaint. Your complaint can be provided in International Sign (IS) through submission of a video or in written English through email. The Chair will acknowledge receipt of the complaint within ten (10) working days.

Contact Details:

Chair
WFD-WASLI Professional Conduct Review Committee
Email: PCRCChair@gmail.com

Informal and Formal Reviews

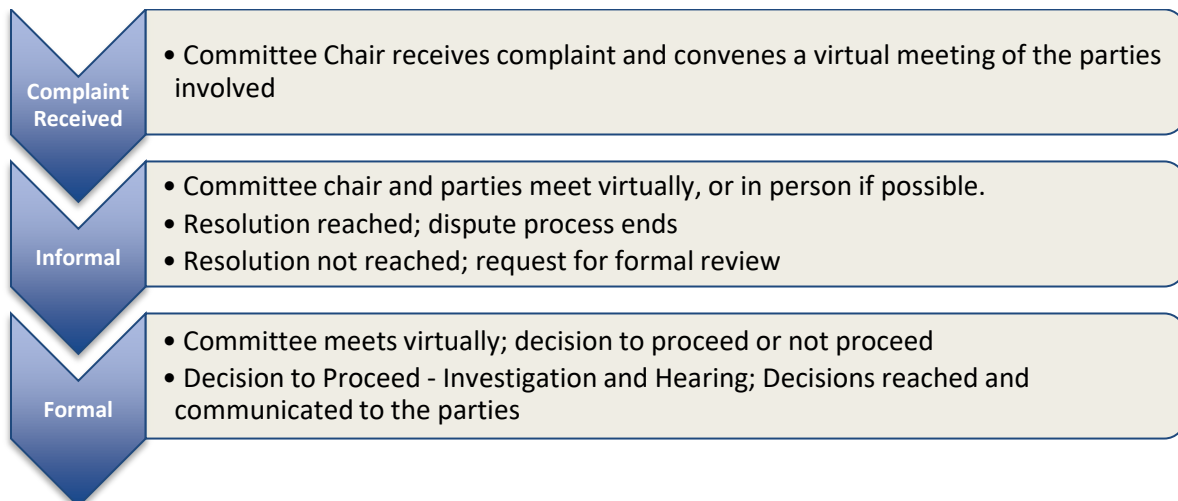
If the parties are not able to **resolve the issue directly, or it is not possible to hold a conversation with the interpreter**, you may lodge a **complaint** and engage in a facilitated conversation as part of the informal review. This will mean the Chair and/or designated member of the Professional Conduct Review Committee takes on a facilitation role with the two parties with the goal of negotiating an appropriate outcome.

If the complaint is not progressing to resolution during the informal review or you do not feel comfortable discussing the complaint with the interpreter and with the Chair and/or designated committee member present, you may proceed with a request for a **formal review**.

Informal Review Resolution	Formal Review Resolution
The Informal Review will mean the Chair and/or designated committee member taking on a facilitation role with the two parties with the goal of negotiating an appropriate outcome.	If the Informal Review fails for whatever reason, you can request a formal review. With a Formal Review, you will need to provide the details of the alleged breach of conduct (see next section), demonstrate that your complaint was filed within 120 days of the alleged breach, and what the desired outcomes are for the resolution of the complaint. The Professional Conduct Review Committee shall begin investigating the concerns per the following procedures.

What happens in the process?

The following chart depicts the process with further detail provided below the chart.



Who can file a complaint?

Any deaf consumer, hearing consumer, hiring entity, or member of the WFD or WASLI can submit a complaint to the Professional Conduct Review Committee Chair regarding any WFD-WASLI Accredited International Sign interpreter.

What do I say in the complaint?

The complaint should clearly state the following:

- 1) Your name and email address;
- 2) Name and email address of the WFD-WASLI Accredited International Sign interpreter;
- 3) Brief description of what the WFD-WASLI Accredited International Sign interpreter did or did not do that you believe violates the WASLI-WFD Code of Conduct;
- 4) Which tenet of the WASLI-WFD Code of Conduct you believe has been violated by this conduct;
- 5) Date and location of where the breach of conduct happened; and
- 6) What result do you believe would be appropriate to resolve the complaint?

What does the Committee do with Complaints?

The Professional Conduct Review Committee may reject any complaint that falls outside its jurisdiction or which is frivolous, vexatious or in bad faith.

If the Professional Conduct Review Committee decides that the complaint is admissible, the Committee will notify the complainant(s) by email, within **forty-five (45) days** of receiving the complaint.

The Professional Conduct Review Committee is responsible for conducting investigations and will use these guidelines in handling complaints:

- a) Asking the complainant(s) and respondent(s) to provide any additional clarification, explanation or document that it deems necessary. A refusal to provide additional material may impact the case to the detriment of the party refusing to provide such material.
- b) Interviewing the respondent(s) and/or the complainant(s). Such interviews shall be conducted using video conferencing or whatever means are deemed suitable and fair in the light of circumstances and shall take place within a reasonable timeframe.
- c) Approaching third parties to obtain any information and/or document regarding the case or to prepare the hearing, with the understanding that confidential personal information will be safeguarded.
- d) Affording all parties a reasonable period to respond to requests, with discretion to extend the procedural deadline upon any party's reasonable plea for additional time.

What happens after the Professional Conduct Review Committee investigates a complaint?

When the investigation is concluded, the Professional Conduct Review Committee will prepare a written report outlining resolutions and decisions.

The Professional Conduct Review Committee shall vote on each question of fact. In the event that a complaint has been filed against more than one person or entity, the Committee shall clearly indicate to which of the respondent(s) or body(ies) its decision(s) apply.

If more than half of the votes are NO	If more than half of the votes are YES
The review will cease, and the matter will be closed.	<p>The review will proceed to a penalty determination, and the Professional Conduct Review Committee shall decide which penalty to apply, in the following order (only the sanctions specifically mentioned shall be put to a vote, and only the most stringent achieving the required majority shall be applied):</p> <ol style="list-style-type: none"> 1. Sanction shall issue against the interpreter for the offense, but the interpreter's membership will continue, contingent upon evidence of mandated professional development to address the concern; 2. Other actions deemed appropriate by the Committee; 3. Suspension of membership in WFD-WASLI for a specified period of time to be determined by the Committee; 4. Permanent revocation of the WFD-WASLI International Sign Interpreter Accreditation.

Upon completion of the Formal Review, the Chair, Professional Conduct Review Committee will notify the parties involved with the complaint by email of the Committee's decision. Notification shall include reasons for the decision. The respondent(s) and the complainant(s) only shall be informed of any actions such as a warning, reprimand, suspension of accreditation, or removal from the accredited roster.

All decisions reached are final and there is no appeal process.