Interpretation service contractor complaint form

Make a complaint about an interpretation service contractor (ISC) who did not meet the required standards of conduct or service quality while providing services to the Immigration and Refugee Board of Canada (IRB).

Important information

Anyone may make a complaint against an ISC contracted by the IRB. This includes:

- a party to IRB proceedings
- counsel
- IRB personnel
- an organization
- a member of the public

If you're making a complaint about more than one ISC, submit a separate form for each.

A complaint may be made if an ISC has not adhered to their obligations under the Code of Conduct for Interpretation Service Contractors (code). Expectations for ISCs are also detailed in the Interpreter handbook.

For more information about the complaint process, see the Interpretation Service Contractor Quality Assurance Framework.

Note: The personal information on this form is stored and protected under the *Privacy Act* and may be used and disclosed only in accordance with the terms of that Act and the *Access to Information Act*. By providing your contact information at the bottom of this form, you consent to being contacted by one of our officials should additional information be required to resolve your complaint.

Use this form to make your complaint (or write a letter or email) and send it:

- by email: irb.National.InterpreterProgram.Programmedesinterpretes.cisr@irb-cisr.gc.ca
- by mail:

  Immigration and Refugee Board of Canada
  Minto Place, Canada Building
  344 Slater Street, 12th Floor
  Ottawa, Ontario K1A 0K1

Information about the interpretation service contractor

First name:

Last name:

Information about the proceeding

File number (if known) or claimant name:

Date(s) of the proceeding(s) (MMMM-DD-YY):

Location of the IRB proceeding(s) (if known):

Details of the complaint

Select any (one or more) of the situations below that describe the reason(s) why you are making a complaint about the ISC.

You must provide clear and specific details for each of the situations you select below.

Conduct/actions of the ISC

☐ The ISC failed to conduct themselves with courtesy, discretion and decorum.

☐ The ISC was not in a secure location for the proceeding.

☐ The ISC did not have their camera turned on.

Competence of the ISC

☐ The ISC failed to competently interpret the proceedings.

☐ The ISC did not inform the IRB that they were no longer able to meet their role and responsibilities. The responsibilities expected from ISCs at the IRB are detailed in the Interpreter handbook.

☐ The ISC did not faithfully and accurately interpret or translate the proceedings. ISCs are expected to interpret and translate the proceedings without any paraphrasing, embellishment, omission, explanations, or expressions of opinion.

Compliance and avoidance of conflict of interest

☐ The ISC was in a real, potential, or apparent conflict of interest.

Confidentiality

☐ The ISC did not maintain the confidentiality of the information gained in the course of their work for the IRB.

In addition to the above, you may describe in your own words your complaint against the ISC. Provide as many details as possible, including examples and dates if possible.

Signature

Are you completing this form on behalf of someone else?

◯ Yes ◯ No

State the reasons why you are completing this form on behalf of someone else (if permitted by this person):

Person you are completing this form on behalf of (if permitted by this person):

First name:

Last name:

I, the undersigned (first and last names) _____, declare that the information provided in this form is, to the best of my knowledge, **true** and **accurate**.

Signature:

Date (YYYY-MM-DD):

Telephone number:

Email:

Mailing address:

Street name and number:

Suite/unit number:

City:

Province:

Postal code: