

## **WAVLI Standards, Complaints and Disciplines SUMMARY**

To satisfy the requirements of OTP (July 2011) the WAVLI Bylaw Section 10 provides a mechanism for anyone to file a complaint if they have reason to believe that a WAVLI member may not be adhering to the WAVLI Code of Ethics and Guidelines for Professional Conduct.

### **How to File a Complaint:**

- The complaint must be filed in a formal letter (in written English or in an ASL video) and must include the following information:
  - Name and contact information of the Complainant;
  - Name of the WAVLI Member who is alleged to have behaved inappropriately;
  - Date, time, place, and details of the incident of concern.
- The letter of complaint must be submitted to the Professional Standards Committee (PSC) Chairperson by mail (PO Box 41542, 923 12th Street, New Westminster, BC V3M 6L1 Canada) or by email: [professionalstandards@wavli.com](mailto:professionalstandards@wavli.com)

### **For the Complaint to be considered by the PSC it must meet the Complaint Criteria:**

- The complaint *must* be relative to a breach of the WAVLI Code of Ethics and Guidelines for Professional Conduct;
- The Respondent Member (the interpreter named in the complaint) *must* be a member of WAVLI;
- The complaint *must* be filed within 3 years of the alleged incident or behaviour of concern.

### **Upon receipt of a complaint the PSC will:**

- Assess the complaint to ensure it meets the above requirements;
- Investigate the matter raised in the complaint;
- Seek to resolve the matter in a timely manner.
  - It is important to understand that a complaint may be dismissed if:
    - If the matter is trivial, vexatious or made in bad faith, or
    - If the Member's behaviour was deemed satisfactory.

### **If the complaint is not resolved at the PSC committee level, the committee may take any one of the following actions:**

- Refer the complaint to Mediation, or
- Issue a citation and appoint a Disciplinary Panel, or
- Take action necessary to protect the public, if there is evidence of a risk to the public.

### **Important note:**

WAVLI is legally required to keep a record of any complaint and to handle complaints confidentially.

### **Additional Links:**

Section 10 – Standards, Complaints and Disciplines:

[http://wavli.com/wpcontent/uploads/2014/08/complaints-psc\\_pp\\_3\\_25\\_13\\_1.pdf](http://wavli.com/wpcontent/uploads/2014/08/complaints-psc_pp_3_25_13_1.pdf)

WAVLI Code of Ethics and Guidelines for Professional Conduct:  
<http://wavli.com/about-us/code-of-ethics/>