



Complaints Policy

1. Background

NAATI is committed to providing a quality service as part of its mission to set and maintain high national standards for the translating and interpreting sector. Feedback is an important part of reviewing NAATI's policies and processes and maintaining and improving NAATI's standards and performance.

NAATI invites feedback in the form of comments or complaints about the services provided by NAATI, and certain complaints about translators or interpreters certified by NAATI, endorsed language service providers (LSPs) and endorsed qualification providers.

This policy is intended to:

- a. provide guidance on how NAATI handles complaints; and
- b. ensure that NAATI handles complaints fairly, efficiently and effectively.

2. What is a complaint?

NAATI handles complaints relating to:

1. dissatisfaction with NAATI's services, service delivery and any other performance matters relating to NAATI or its staff;
2. allegations of a serious breach of the relevant Code of Ethics (AUSIT, ASLITA or NZSTI) by a NAATI-certified translator or interpreter;
3. allegations of a breach by a NAATI-endorsed LSP relating to their requirements for endorsement, including but not limited to any breach of the LSP Code of Conduct; and
4. allegations of a breach by a NAATI-endorsed qualification provider relating to their requirements for endorsement.

Other complaints

Complaints regarding the professionalism, work or quality of a NAATI-certified translator or interpreter:

NAATI's advice is to raise the complaint directly with the practitioner or the LSP you are receiving services from. Outside of breaches of the Code of Ethics, NAATI is unable to sanction a practitioner or mediate the resolution to any complaints. If direct contact is not an appropriate course of action, or if that option has been exhausted, you can write to NAATI to seek advice.

Complaints about the services provided to you by a business (including sole traders) (other than a complaint about an endorsed LSP relating to the conditions of their endorsement by NAATI; see above): You should contact the business directly or consumer affairs or fair trade in your state or territory or country of residence. NAATI cannot resolve complaints relating to other businesses.

Complaints about a NAATI test result: If you have undertaken a NAATI test and are dissatisfied with your test results, you may request a paid review of your test results through your myNAATI account. Dissatisfaction with results is not grounds for complaint and NAATI will not enter into correspondence about test or assessment results outside of this process.

3. Making a complaint

Complaints should be made to info@naati.com.au. Written complaints are preferred, but video or audio complaints are also accepted.

If this is not possible you can make an appointment with a NAATI office where staff can record your complaint in writing or via a video call.

Complaints can be made confidentially but this may prevent us from investigating and resolving the complaint. NAATI will not normally investigate complaints that are based on hearsay or do not contain specific information or evidence. If we need more information to support the resolution of your complaint, we will contact you to discuss further.

4. How does NAATI treat complaints?

NAATI uses the following principles (adapted from ISO/IEC 17024 *Conformity assessment – General requirements for bodies operating certification of persons*) to guide its handling of complaints:

- **Accessibility:** NAATI aims to have an easy-to-use complaints process.
- **Confidentiality:** NAATI will protect the identity of people making complaints where this is practical and appropriate. Personal information that identifies individuals will only be disclosed by NAATI as permitted under the relevant privacy laws and any other relevant confidentiality obligations.
- **Fairness:** Complaints will be considered fairly and handled in accordance with NAATI's core values of respect, integrity and professionalism. Importantly, where a complaint is made against a NAATI staff member, the complaint will not be handled by that staff member.
- **Responsiveness:** NAATI will keep the complainant informed of progress in relation to the investigation of the complaint.
- **Efficiency:** NAATI aims to resolve complaints as efficiently and promptly as possible.
- **Integration:** Complaints reporting forms part of NAATI's review of its procedures and policies.

5. What happens after I make my complaint?

Once NAATI has received your complaint, in the first five business days, we will:

- send you a written acknowledgement (via email) that we have received your complaint
- identify whether:
 - NAATI is the most appropriate organisation to handle the complaint or whether it should be referred elsewhere, and/or
 - there is a need to gather more information before responding to the complaint; and
- classify the severity of your complaint according to the categories listed below.

If we believe we cannot resolve the complaint within the specified resolution timeframe, we will provide an estimate of when the complaint might be resolved.

Where disciplinary proceedings occur following a complaint, NAATI will ensure procedural fairness is accorded to that person or organisation. In most cases, NAATI will not provide details to the complainant of exactly what disciplinary action is taken - only that NAATI is satisfied the matter is resolved.

The table below details the categories used to classify complaints and our timeframes for resolving them.

Category	Description	Complaint examples	Resolution timeframe
Level 1	A Level 1 complaint is a complaint that can be resolved by reference to NAATI's own records and does not need any further investigation.	<ul style="list-style-type: none"> • NAATI policy (e.g. when refund requests must be refused) • Recertification criteria or process • Test date or application assessment waiting periods • Test conditions (e.g. background noise in test room) • Outcome of an application for endorsement of an LSP or qualification • Minor complaints about NAATI (e.g. delays in responding to emails) 	Within 15 business days
Level 2	<p>A Level 2 complaint requires NAATI to undertake additional investigative steps. These may include:</p> <ul style="list-style-type: none"> • revisiting previous action taken by NAATI • informing a certified translator or interpreter about the complaint and seeking their response • assessing the conduct of a translator or interpreter against the AUSIT, NZSTI, or ASLITA Code of Ethics, and/or • considering whether there is a need to make any changes to NAATI practices and procedures. 	<ul style="list-style-type: none"> • Conduct of an endorsed qualification institution • Conduct of an endorsed LSP • Quality of services provided by a certified translator or interpreter • Unethical conduct by NAATI or a NAATI-certified translator or interpreter • Invalidity of a test or application 	Within 60 business days

Category	Description	Complaint examples	Resolution timeframe
Level 3	<p>A Level 3 complaint is a complaint where the issues are of such seriousness that they:</p> <ul style="list-style-type: none"> warrant the involvement in the investigation of senior executive managers of NAATI require the appointment of an external investigator require referral to an external agency (e.g. Australian Federal Police, Department of Home Affairs), and/or require disciplinary action such as suspension or revocation of NAATI credentials. 	<ul style="list-style-type: none"> Complaint alleging illegal conduct, or multiple instances of unprofessional conduct, by a NAATI-certified translator or interpreter, endorsed LSP or endorsed qualification provider Significant misconduct by NAATI or its examiners or reviewers (e.g. racial discrimination, significant conflict of interest) 	Within 100 business days

6. What if I am not satisfied with NAATI's response?

If you have made a complaint and are dissatisfied with the outcome of NAATI's review of your complaint, you may seek an external review of NAATI's decision by contacting the relevant regulatory body.

7. What does NAATI do once a complaint has been resolved?

NAATI maintains a register of complaints that is regularly analysed by senior management to monitor trends, measure the quality of our services, and make improvements. Reports on complaints are provided to the NAATI Board for review at least annually. NAATI is committed to continuous improvement and will implement appropriate changes arising from NAATI's analysis of complaints data and continual monitoring of NAATI's handling of complaints.

Where a complaint has been made by a certified translator or interpreter, NAATI may also record information about the outcome of the complaint on NAATI's other operational systems (including our credentialing management system). This information is not publicly accessible.

8. Policy review

This policy will be reviewed every three years in accordance with the NAATI Schedule of Policies or as often as required. Any changes to this policy must be approved by the Board.

Approval

Date	History/Description	Policy Owner	Approval
5 December 2025	Version 4: Added references to NAATI's LSP Endorsement Model and Endorsed Qualifications program. Reviewed to ensure the policy is fit-for-purpose and easy to understand. Provided clarity on the types of complaints NAATI can accept regarding the performance of certified translators and interpreters.	COO	Approved by Board on 5 December 181 (6.2)
19 September 2025	Version 3.2: Refinement of meaning of complaint under section 2.	COO	Approved by Board on 19 September 2025 at Meeting 180 (6.4)
6 September 2024	Version 3.1: New policy template and minor amendments to accord with current business processes and procedures	COO	Approved by Board on 6 September 2024 at Meeting 176 (6.3)
27 August 2021	Version 3.0: Minor edits and alignment with Organisational KPIs re complaints handling timeframes	Manager, National Operations	Approved by Board on 27 August 2021 at Meeting 163 (6.5)
3 May 2019	Version 2.0: Redrafted in new policy format and simplified	Manager, National Operations	Approved by Board at Meeting 149 (6.4)
7 October 2015	Version 1.0: New policy	Manager, National Operations	Approved by Board at Meeting 134 (3.4.1)