



TIS Terms and Conditions for Translation and Interpreting Services

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TRANSLATION & INTERPRETING SERVICE
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Version History			
Version	Date	Author	
V1.0	May 2019	TIS Team	
Summary of Changes	Initial release		
Version	Date	Author	
V2.00	Jun 2025	Y. Nunes	
Summary of Changes	<p>Legal Framework: Expanded Equality Act & Care Act compliance with accessible format examples.</p> <p>Booking Process: Notice periods clarified (7 days spoken, 14 days BSL).</p> <p>Cancellation Policy: Structured rules and tables.</p> <p>Interpreter Guidelines: Detailed safeguarding rules.</p> <p>BSL Bookings: 3-hour minimum, co-working guidance.</p> <p>Translation Services: Urgent requests, specialized translation, proof-reading, rare languages.</p> <p>Health & Safety: Added compliance details.</p> <p>Charges & Validity: Quotation validity set to 30 days (was 12 weeks).</p>		



Welcome to the Translation and Interpreting Service (TIS)

Bristol City Council's Translation and Interpreting Service (TIS) operates in accordance with statutory duties under the Equality Act 2010 and the Care Act 2014. These obligations ensure that all individuals—regardless of language, disability, race, age, or background—receive fair and equal access to information and services. TIS provides professional interpreting and translation services to help meet these requirements.

Disclaimer

While TIS strives to ensure compliance with all relevant legislation, responsibility for identifying and requesting appropriate language or accessibility support rests with the commissioning service or individual making the booking. TIS cannot accept liability for any failure to comply with statutory duties where services have not been requested, or sufficient notice has not been provided.

Legal Obligations

Equality Act 2010

TIS supports compliance by providing interpreting and translation services that eliminate language barriers and ensure fair treatment for individuals from Black and Minority Ethnic (BME) communities and those with disabilities. Services include:

- Spoken language interpreting in over 300 languages.
- British Sign Language (BSL) interpreting.
- Accessible formats such as Braille, large print, audio recordings, Easy Read documents, and electronic formats compatible with screen readers.

Care Act 2014

Local authorities must ensure that information and advice services are accessible to individuals with specific needs, including:

- People with limited English proficiency.
- People with disabilities, including sensory impairments.

TIS facilitates this by offering professional language support for care assessments, support plans, and related documentation.



Service Standards

- **Bookings:** All requests must be submitted via the Panacea portal. Standard notice periods apply: Spoken language interpreting: minimum 7 working days; British Sign Language interpreting: minimum 14 working days.
- **Role of Interpreter:** Interpreters provide spoken communication only. They do not take notes or produce written translations during assignments.
- **Accessible Formats:** Requests for Braille, large print, audio recordings, Easy Read, or screen-reader compatible documents must be specified at the time of booking.
- **Confidentiality:** All interpreters and translators adhere to Bristol City Council's Code of Conduct, TIS Code of Practice, TIS Code of Ethics which include confidentiality standards.
- **Charges:** Quotes are estimates and may vary based on complexity, duration, and additional requirements such as travel or extended hours.

TIS's [casual translators and interpreters](#) adhere to the required minimum standards. These include qualifications, and security checks. Some also maintain membership or accreditation with a relevant professional body. Additionally, they receive continuous professional development, particularly in information management, safeguarding, and health and safety, in accordance with Bristol City Council's Council policies.

TIS oversees all its interpretation and translation service. This includes training and recruiting casual interpreters, managing contracts, providing statistical data on services, maintaining quality standards, and handling customer invoicing.

[Contracted suppliers](#) must ensure that all linguists meet the required professional standards. This includes:

- **Verification of credentials:** Confirm qualifications and security clearances before engagement.
- **Professional development:** Support linguists in obtaining and maintaining professional accreditation.
- **Quality assurance:** Implement robust processes to monitor and maintain service quality.
- **Continual Professional Development (CPD):** Provide ongoing training that covers:
 - Safeguarding
 - Information governance



- Health and safety
in line with the Language Framework Agreement.

User Responsibilities and Service Requirements

BCC Managers and Responsibilities.

Bristol City Council must ensure that staff understand and follow the Council's language framework for interpreting and translation services, including procurement requirements. They are also responsible for reporting any issues that could impact the implementation of this framework to the TIS Coordinators or TIS Manager.

BCC Staff Guidelines

Bristol City Council staff must follow the Council's procurement guidelines for using the corporate language framework. Any issues that might affect the delivery of the framework should be reported to your line manager.

When planning your meeting, please check whether language support is required and arrange interpreting or translation services as early as possible.

TIS is unable to provide a list of cost centre codes. Staff should speak to their line manager, who will be able to confirm the correct code for their team or service area.

If you have recently moved to a different department, please let us know your new cost centre code and department name so we can update our records.

Providing the correct code helps prevent delays in the recharge process and ensures accurate billing.

Non-BCC Customer Requirements

External customers are required to provide an official purchase order number at the time of booking and provide the interpreter with the confirmation code once the session is completed, along with any feedback on the service provided.

Members of the Public Payment Policy

Members of the public are required to pay a 50% deposit towards the cost of translation or interpreting services. The remaining balance is due upon completion, and prior to delivery of the translation, or the full cost of the interpreting assignment. They should also provide feedback on the service provided.



General Terms of use

Your use of the TIS services for the supply of translation and interpreting services is subject to the terms and conditions set out below.

TIS reserve the right to supplement or amend these at any time.

Translation and interpreting bookings is managed through our booking portal [Panacea Professional Project Management System](#)

Once you have registered and entered your booking details, the system will generate a quote for interpreting or translation services. If you wish to proceed, simply confirm and submit your order.

TIS casual interpreters are bound by Bristol City Council's Code of Conduct in addition to the TIS Code of Practice and Code of Ethics.

TIS **will not** take responsibility for any assignments that you arrange directly with an interpreter until we have received a booking request.

All communication relating to a translation and interpreting booking must be directed to TIS.

Casual interpreters who give out their personal contact details during a TIS assignment as a means of self-promotion, are in breach of TIS Code of Conduct.

TIS will send a booking confirmation to the customer containing the name of the interpreter attending the interpreting assignment. Please check the details carefully, including the name of the attending, and interpreter id if one has been presented in the confirmation.

When TIS is unable to provide a casual interpreter, then we will source from our procurement approved framework supplier. Customers will be advised of any additional costs.

By submitting a booking request through the booking portal, you acknowledge that you have read and accepted these Terms and agree to be bound by them.

These Terms may be amended at any time without notice.

The role of the interpreter excludes the written translation of any text and is confined to spoken dialogue only.



Quotations

- Estimated fees quoted by BCC TIS are contractually binding and valid for acceptance for 30 days.
- Estimated quotations are exclusive of VAT.
- The booking form generates a quote based on information provided by the customer.
- Quotations are available up on request.

Interpreter Bookings

- Bookings requests must be submitted via the booking portal.
- Please provide at least seven working days' notice for language interpreter bookings and two weeks (14 days) for BSL bookings to allow us to fully utilise our resources to find available interpreters.
- All booking requests are subject to an interpreters' availability and confirmation by us. We do not guarantee that the requested interpreting service will be available, or that a specific interpreter can be allocated according to your request.

Interpreter Guidelines

- The interpreter should not enter a property without the service provider being present. This practice is supported by Bristol City Council's Health & Safety Policy: *Maintaining the Safety of Those Working Alone Arrangement. Lone Working Policy.*
- The service provider should arrange to meet the interpreter outside a residential address before the assignment.

Interpreter Requests

TIS encourage service providers to avoid requesting specific interpreters where possible, as such requests:

- Limit our ability to assign an interpreter, especially for urgent needs.
- May not result in allocation of the most highly qualified interpreter available.
- Should not affect the quality of service when interpreting principles are adhered to.
- May not align with contract arrangements, such as direct award or mini competition requirements.
- In exceptional circumstances, TIS may agree to fulfill a service provider's request for a specific interpreter. However, the service provider must first demonstrate what exceptional circumstances apply.



- If we decline a specific interpreter request, we will offer you the next highly qualified interpreter available for your booking time from our in-house register or contract supplier.
- TIS will not agree to allocate a specific interpreter if the service provider is unable to demonstrate or evidence a history of continuity of care or service.

Presence of Staff Member

- The service provider must always be present with the interpreter, whether the meeting is remote or in person.
- Under no circumstances should an interpreter attend an appointment alone with the service user.
- Interpreters must not enter a property without the service provider being present.
- The service provider should arrange to meet the interpreter outside the address before the assignment.
- The service provider should verify the interpreter's identity before the assignment begins (e.g., check ID badge, ID number if quoted in the confirmation).
- The service provider is responsible for managing the appointment and safeguarding both the interpreter and the service user.
- The service provider must ensure the meeting location is safe and suitable for all parties before entry.
- The service provider should confirm the meeting details (time, location, and point of contact) with the TIS in advance
- Interpreters should never be left alone with the service user at any point during the assignment
- Interpreters should report any safety concerns or incidents immediately to the service provider and their agency
- For remote appointments, the service provider must join the call before the interpreter and remain present throughout.
- Interpreting must be done in the first person.
- This practice is supported by Bristol City Council's Health & Safety Policy: *Maintaining the Safety of Those Working Alone* and the *Lone Working Policy*.

Do Not

- Do not allow interpreters to wait inside a property alone.
- Do not share personal contact details between interpreters and service users.
- Do not leave interpreters unsupervised with service users at any time.



- Do not ask interpreters to perform tasks outside their professional role (e.g., advocacy, transport, childcare, note taking).

Role of the Interpreter

Please be aware that the interpreter's role is **strictly to facilitate communication between the service provider and the service user**. They are not responsible for taking notes, transcribing conversations, or producing meeting minutes or reports. It is the responsibility of the service provider to ensure a designated note-taker is present if documentation is required.

If you need any notes or documents translated, please submit them via our portal. TIS will arrange for the translation to be completed by a qualified translator.

Additionally, interpreters are impartial language professionals and must not be asked to provide their opinions or input on the content or outcome of the meeting.

Use of Family Members as Interpreters.

Family members, including children, should not be used as interpreters. This practice can compromise the confidentiality of the information being imparted and may also lead to misinterpretation due to a lack of professional training. Additionally, family members may have emotional involvement or personal biases that affect their ability to interpret accurately and impartially. Children may lack the language skills or emotional maturity to manage complex or sensitive topics, which can lead to misunderstandings or distress.

Short Notice Bookings

- While we request at least seven working days' notice when booking a language interpreter, we understand that urgent situations may arise. In such cases, please submit your request through our booking portal. We will accept your booking and make every effort to secure an interpreter.
- However, in exceptional circumstances, we may need to decline short-notice requests, particularly when there is insufficient time to process the booking and source a suitable interpreter.
- Please note that interpreters may not always be immediately available, as they often have prior commitments.
- To avoid short-notice bookings and improve the efficiency of the process, we encourage you to consider language or accessible support at the point when the meeting is being planned. This proactive approach helps ensure availability and allows for better preparation.



- Please also be aware that short-notice bookings typically incur higher costs than those arranged in advance. Planning ahead not only improves service delivery but also helps manage resources more effectively.

Cancellations

- All cancellations must be communicated directly to **TIS**. Please do **not** contact the interpreter yourself. If you need to cancel a booking, inform TIS as soon as you know the booking is no longer required.
- Once an interpreter has been booked, this **time slot is considered “purchased.”** If the confirmed booking is cancelled any time up to two clear working days before the assignment date, the cancellation fees will apply.
- If an interpreter has confirmed a booking, and the service provider amends the time, date, or location, and the interpreter is unable to attend, a cancellation fee will be applied, and an alternative interpreter will be arranged.
- If an assignment is cancelled with more than two clear working days’ notice, there will be no cancellation charge.
- Once a request for an interpreter has been confirmed, any cancellations relating to such bookings must be communicated to [TIS](#)

Language Service Cancellation Charges

Condition	Charge/Action	Example
Cancellations with Notice	No charge	Assignment cancelled with more than two full working days’ notice.
Late Cancellations	100% charge	Assignment cancelled with less than two full working days’ notice.
Same-Day Cancellations (Interpreter end-route)	Travel costs + full cancellation fee	Interpreter is on their way to the assignment, and it gets cancelled.
Same-Day Cancellations (Service provider absent)	Full cancellation fee	Interpreter arrives, but the service provider is not present.
Same-Day Cancellations (Service user absent)	Full cancellation fee	Interpreter arrives, but the service user does not attend.
Early Completion	100% charge.	Assignment ends earlier than the scheduled time.
Interpreter Procedure in Case of No-Show	Interpreter will attempt to contact TIS; if no contact, wait up to 30 minutes before leaving.	Interpreter arrives, the professional is not present, and no contact is made.



Out of Office Hours Bookings

Interpreter bookings scheduled for evenings (after 18:00) and weekends are charged at a higher rate.

Booking Locations a Distance from the City Centre

If the interpreter assigned to your booking is traveling a significant distance from the assignment location, we will contact you to confirm any applicable travel expenses. £10.00 travel time is a standard travel expense included with all bookings.

Booking Duration

For face-to-face bookings, you will be charged, and the interpreter compensated, for the full scheduled duration, even if the session ends early. If the booking runs over, additional time will be charged in 15-minute increments.

Timesheets

When you receive confirmation for your interpreter, the email will include a unique confirmation code. This code should be given to the interpreter at the end of the assignment to verify their attendance and completion of the job. If you are the one requesting the interpreter on behalf of a colleague, please forward the confirmation email to the officer attending the booking to ensure they have the code to hand.

If given a paper timesheet, please check the contracted interpreter's times are correct before signing

Notice

To qualify for the pre-booked rate, bookings must be made with more than two full days' notice.

During the Assignment

- Interpreting is a highly demanding task that requires sustained focus and mental effort. For sessions exceeding 60 consecutive minutes, it is recommended that interpreters be given at least a 10 - 15-minute break. These breaks ensure clear and accurate communication.
- Please avoid requesting interpreters' services during these rest periods.
- If it becomes evident during an assignment that additional interpreting time is needed beyond the originally agreed period, the interpreter may be invited though not obliged to continue for a further agreed duration on that same day or extend their services to another day.
- Should the interpreter agree to an extension, additional fees will be charged in accordance with TIS charging policy.



- An interpreter’s role is to facilitate communication and should not be asked to take notes or write reports from interpreting sessions.

Health and Safety

Home visits are not suitable when interpreters need to deliver sensitive information, such as a failed asylum application. In these cases, a secure and appropriate venue with safety measures in place must be arranged.

Assess the emotional state of the service users, interpreters should not be placed in environments where there is a risk of verbal or physical aggression.

Ensure interpreters are informed of any health risks (e.g., infectious diseases) and provided with appropriate PPE if needed.

Be mindful of the emotional toll certain assignments may have on interpreters (e.g., trauma-related cases) and offer debriefings if needed.

Last-Minute Venue Changes

Changing the venue of a pre-booked appointment at short notice can be difficult. Interpreters accept assignments based on factors such as travel time and location.

If you request a venue change close to the appointment time, the assigned interpreter may no longer be able to attend. The new location might conflict with their existing schedule or other commitments.

In such cases, if the original interpreter is unavailable and a replacement is found, the initial booking will be cancelled and a new booking created. Please note: the original booking will still be chargeable.

Preparation Materials

The service provider is responsible for supplying the interpreter with relevant information or preparatory materials, such as documentation, well in advance of the assignment. This allows the interpreter sufficient time to review and understand the subject matter and terminology likely to arise during the meeting, ensuring a high standard of service.

If it is not possible to provide materials in advance, the booking should include time for a pre-briefing session. Additionally, the booking request should contain as much details as possible about the nature and context of the assignment.



Recordings

No recordings of an interpreter’s work should be made without their prior consent, except where required by legal proceedings. Recordings intended for broadcast or publication may also incur an additional fee.

- This policy is in place to protect the privacy, professional integrity, and legal rights of interpreters. Recording without consent can breach confidentiality agreements, create ethical concerns, and expose interpreters to unintended public scrutiny or liability.
- Interpreters are trained to facilitate communication, not to act as public speakers or media contributors. When recordings are made, especially for public use, interpreters should be informed and compensated, as these situations often require additional preparation and carry greater professional responsibility

Unfair Competition

Where the service provider acts as an intermediary and introduces the interpreter to a third party by way of business, the interpreter shall not approach the said third party for the purpose of soliciting work.

However, this shall not apply were.

- the third party has had previous dealings with the interpreter.
- the interpreter acts on the basis of information in the public domain.
- the service provider has failed to pay the interpreter.
- the approach from the third party is independent of the relationship with the intermediary.
- the approach to the third party arises as the result of advertising or
- the third party is seeking interpreters on the open market.

BSL Bookings

Booking Terms

- **BCC Departments:** We cannot accept bookings without a valid cost centre.
- **External Organisations:** We cannot accept bookings without a valid PO number or written confirmation from your finance team agreeing to pay for TIS services.
- **Members of the Public:** A 50% deposit by debit or credit card is required once the order is accepted.



- **BSL and Accessible Communication Support:** A minimum booking of 3 hours is required. Any additional time beyond the initial 3 hours will be charged in 1-hour increments.
- If you require **BSL or accessible communication** support for less than three hours, the minimum booking charge will still cover a three-hour duration. This policy ensures that interpreters are fairly compensated for their time and availability.
- **Language Interpreting Services:** Minimum booking time is 1 hour. Any time beyond the initial hour will be charged in 15-minute increments.
- **NRPSI Interpreting Services:** Minimum booking time is 3 hours. Any time beyond the initial three hours will be charged in 1-hour increments.
- **Out-of-Hours Bookings:** For bookings scheduled after 18:00 on weekdays, as well as on weekends and bank holidays, the emergency rate will apply.
- **Quotations:** Any quotation for interpreting or translation is an estimate only. We will charge for any reasonable expenses incurred by the interpreter in connection with the assignment.
- **Validity of Estimates:** Estimates are valid for 30 days from the date of the request (previously 12 weeks).
- **Travel Time:** Travel time is charged at £10 per hour for assignments in and outside of Bristol.
- For full details about travel expenses, please visit www.bristol.gov.uk/tis to view our charging policy.

Working conditions

For BSL to English interpreting

- Provide good lighting and a clear line of sight so the deaf service user can see the BSL interpreter.
- If needed, provide a clear image of the speaker's face and body movements.
- This may require audio/visual equipment (e.g., microphone, monitor) for the interpreter's use.

For English to BSL interpreting

- Position the interpreter near the speaker so they can hear clearly and be seen by Deaf users.
- If this is not possible, ensure the speaker's voice or video soundtrack is clearly conveyed to the interpreter without background noise.



Co Working

BSL bookings that involve more than 60 minutes of continuous interpreting will usually require a co-worker. Example: workshops, meetings, multi-agency meetings, lectures, and conferences.

Preparation

Please provide interpreters with any preparation materials when making the booking. This may include speaker notes, PowerPoint presentations, scripts, agendas, hymn sheets, or other relevant documents.

Travel Time

- Travel time is chargeable for interpreting assignments.
- Interpreters must not give lifts to service users, accompany them alone in taxis, or act as chaperones between offices.
- Taxi use by interpreters is rare and requires prior approval from the TIS Coordinator/Manager.
- Travel time charges for BSL assignments may vary.

BSL Charges and Cancellations

Please note that all quotes provided for BSL and accessible support, are estimates and are exclusive of VAT. Final costs may vary depending on the specific requirements of the assignment, such as the need for additional interpreters, extended hours, or travel-related expenses. These adjustments are made in line with our Terms and Conditions and are necessary to ensure we continue to deliver a high-quality and accessible service.

BSL and Accessible Bookings

Freelance BSL and accessible communication interpreter

How much notice you give us	Charge	What this means	What the Interpreter will do
Less than 14 days' notice	50%	Half charge applies	The interpreter will try to contact the TIS Team.
Less than 7 days' notice	100%	Full charge applies	The Interpreter will wait up to 30 minutes before leaving.
Same-day cancellation	100%	Full charge applies	The Interpreter will wait up to 30 minutes before leaving.



- If the interpreter arrives at an assignment and the service provider does not show up, the booking will be treated as a cancellation.
- In these circumstances, the interpreter will attempt to contact TIS to establish if the assignment will continue.

Full fees and reimbursement will be applicable in these circumstances. We will always inform you when we become aware if there is a problem at our end. If you have a problem with you booking, or need to cancel the appointment, please contact tis@bristol.gov.uk

Translation Bookings

Quotations

You can request a quotation by completing the Translation request form in [Panacea Professional Project Management System](#)

Fees quoted by TIS are estimates and shall be considered contractually binding for up to 30 days from the request date, after which a new quotation will be required; the final cost for any translation will be confirmed upon receipt of the completed work from the translator.

Quotations will be confirmed at the point of ordering, any additional fees will be communicated to you in writing, and any VAT will be specified in addition to the fees.

By agreeing, you are bound by these terms and conditions.

Wherever possible, please provide at least four working days' notice. The estimated delivery date will be dependent on the availability of the translator, the rarity of the language, complexity of the document and the word count.

All translation requests are subject to the translator's availability, and confirmation by us. We make no guarantee that the translation service requested will be available, or that a translator will be able to carry out your request.

Cancellations

Once the booking is approved, a translator will at once be sourced who will dedicate time to complete the translation.

If you cancel your translation request after we have started the translation process you will be liable for 100% of the original cost quoted.



Urgent requests

We will make every reasonable effort to fulfill urgent translation request, considering rarity of the language, complexity of the document, word count and availability of the translator.

A quotation is provided on a booking request prior to formalising a translation request. Upon submission of a request, the agreement becomes immediately binding.

Changes to the translation

Any changes to the translation must be communicated to a member of TIS as soon as possible. We will request the translator to make any reasonable adjustment.

Should the changes in additions to the original context, there may be an additional cost, this will be communicated at the point of contact.

If you find discrepancies in the completed translation, please contact TIS immediately, and we will work to resolve them.

Specialised translation

Our translators specialise in their respective subject fields and do not interpret the text. They provide word-for-word or literal translations. Any unclear words will be marked as 'illegible,' which is standard practice.

To ensure professional and accurate translations, translators are selected according to their specialised subject field.

Technical documents may include formatting elements like brochures, leaflets, and posters.

Legal documents may require an NRPSI registered translator legally qualified or has legal experience.

Medical documents such as medical reports may require a translator who has had some medical training or experience.

Audio and Video Translations

We provide Easy Read, audio, and video translation services, including British Sign Language (BSL) video translations. These specialised services require full details of your requirements or a consultation (if needed) after you submit your booking request and transcript, so we can fully understand your specific needs.



Proof Reading

Proof reading implies checking an already translated document against an original, to ensure that what has been translated is true and correct. This includes checking the grammar, spelling, and meanings.

You will need to complete the translation request form in the booking portal Panacea and upload the document you would like proofread. Our translator would then provide a certified statement to confirm the accuracy of the document that has been proofread.

Rare Languages

We can provide translation for a number of rare languages some of which include:

Arabic, Bahdini, Bengali, Chinese, Dari, Farsi (Afghan), Farsi (Persian), Gujarati, Hindi, Indonesian, Japanese, Kurdish (Sorani), Kurdish (Kurmanji), Malay, Nepali, Pashto, Punjabi, Tamil, Urdu.

Document Certification and Apostille Services

We can certify the translations we perform, making them suitable for official purposes. If you need a certification, Apostille or Notary services, you must provide the original document before we proceed. An additional fee is charged for this service.

Illegible Text

When translating illegible text, it's common practice to indicate the unreadable portions as "[illegible]" in the translation. This approach ensures that the translation remains accurate and transparent, highlighting areas where the original text could not be deciphered. If the text is partially legible, translators may include notes or brackets to indicate uncertainty or provide context.

Non-Organisation Interpreter Bookings (members of the public)

The interpreter is **not responsible for event coordination or safeguarding**; the person booking the interpreter assumes full responsibility for safety and conduct.

- The interpreter should **never be left alone with vulnerable individuals** (children, elderly, or persons with additional needs).
- The interpreter must have a **clear point of contact** throughout the event.
- The booking party should **provide a safe environment** and ensure the interpreter is not exposed to risk (e.g., crowd control, aggressive behaviour).



- Interpreters should **not be asked to perform tasks outside their role**, such as acting as an usher, mediator, or personal assistant.
- If the event involves **travel to private premises**, the interpreter should not enter unless the booking party is present.
- Interpreters should report any **safety concerns or inappropriate requests** immediately to their agency.
- For large events, consider a **risk assessment** (e.g., venue safety, emergency exits, security presence).

Quality Standards

Casual interpreters undergo a comprehensive recruitment process and training programme to ensure they meet the highest professional standards. This intensive training covers all our business processes and procedures, equipping casual interpreters with the skills and knowledge necessary to deliver exceptional service. By adhering to these stringent standards, we ensure that TIS consistently provide accurate and reliable interpretations to meet customers' expectations.

Feedback

To maintain a high-quality interpreting service, we listen to customer feedback. This feedback is essential in ensuring we provide you with the best translation service and the most suitable interpreter. It also helps us identify areas for improvement, allowing us to continuously enhance our services to meet your needs effectively.

We consider the following criteria:

- Punctuality and Performance
- Professionalism
- Handling of Difficult Words and Terms
- Effort to be Accurate and Courteous

Feedback forms are sent upon completion of each interpreting and translation job. We kindly ask you to complete the short questionnaire whenever possible, whether positive or negative, as it helps us improve our services.

Alternatively, please use the link to provide feedback or register a complaint.



General

TIS will make every effort to clarify any ambiguities in booking requests but is not obligated to correct any mistakes on booking forms or materials submitted by the service user. If a double booking occurs due to the service user submitting more than one booking form, and the is processed, charges will occur.

Working Hours

- Monday to Friday 08:00 -18:00
- Anti-social Hours 18:00 - 08:00
- Bank Holiday/Public Holidays do not constitute working days.

TIS Office Hours

- Monday to Thursday 08:30 – 16:30
- Friday 08:30 – 16:00

Contact us:



[Bookings](#)



tis@bristol.gov.uk



[Translation and interpreting](#)



Translation and Interpreting Service, PO Box 3399, City Hall, Bristol, BS1 9NE

Thank you for supporting the Translation and Interpreting Service. We trust that your experience with us was professional, timely and of value to your organisation.