



CRITERION LANGUAGE, INFORMATION AND TRANSLATION SERVICES LTD

Our Requests to Clients

We recommend that you contact us at least seven days prior to the assignment to ensure complete satisfaction.

We request our clients to provide us with some information regarding matters of gender, religion, a specific region of their customer's place of origin so that we are able to match both the language and dialect, culture and traditions in order to avoid both misconceptions and possible conflicts arising from such tender and very sensitive areas of human aspects. For instance, a woman may not wish to pour out her own personal affairs to a male interpreter/translator or a person of a certain age group considered by her as too immature to be talked to, and vice-versa. We try our best though we may fail at times since failing is also all too human, to pre-empt a chance of embarrassment on the part of our clients and also on the part of their customers.

Since for instance, our clients who are dealing with court cases or social issues, are most unlikely to take on more than one assignment, either in the morning or in the afternoon, we therefore charge fees on a half-a day basis unless otherwise demanded. Our fees are discussed and possible payments clarified in writing from our clients prior to taking on a job.

We also require some confirmation about transport and parking facilities available plus security procedures found at the place of assignment. By the same token, **CRITERION** representatives are required to be at the place of assignment at least 30 minutes before the time of commencement.

Our clients are therefore enabled to explain very clearly what they would need to know about for instance a case.

To assist us to render a good service, we require for example, the Court or Police Station, or Council or Hospital or Housing or Immigration or Detention Centre or Prison or Probation Staff or Solicitor or Barrister/Lawyers or Magistrates or Judges or Members of the Jury or Public Speakers and Lecturers or any other involved, to either conduct an interview or talk using short statements and reasonably allowing sufficient time to the interpreter/translator to interpret or translate or whichever and whatever the case may be.

Our experience has taught us that lengthy discourses, have a tendency, to make it possible for several very important points to be missed out and or omitted unintentionally by the interpreter. This could have greater adverse effects upon the life and well-being of the person concerned. *Our primary role is to facilitate communication between parties and not to impair it.*

Should our clients be dissatisfied with any given interpreter's or translator's performance or work or otherwise, please, kindly do not hesitate to let us know.