



ITI COMMERCIAL DISPUTE RESOLUTION POLICY

Disputes between members

By joining the Institute of Translation and Interpreting (ITI), members agree to abide by the Institute's Code of Conduct and follow good business practice to minimise the risk of disputes arising between members. This involves exercising due diligence and good business judgement when offering or accepting projects by first checking the member's track record and verifying their qualifications as a minimum.

Nonetheless, ITI recognises that, however careful members are, commercial disagreements will occasionally arise. It is ITI's policy not to intervene or publicise any such disputes for the following reasons:

- Sharing alleged instances of non-payment by one member to another would not only require the ITI to invest time and resources in reviewing such cases but could also expose the ITI to potentially costly and harmful legal proceedings if the courts were to find such a course of action were based on insufficient grounds or inaccurate evidence.
- Under the Institute's code of governance, ITI directors are required to use resources effectively in a way that benefits members. Becoming embroiled in disputes between members would require us to ringfence considerable sums to cover potential legal costs, which would inevitably mean cutting back member benefits.
- ITI must treat all members equally whether they hold corporate or individual membership. Consequently, if we were to pass judgement in claims against translation companies, we would also have to judge whether an interpreter or translator's work meets accepted professional standards. This is a role ITI does not wish to assume.

However, ITI may make exceptions in cases where the complaint involves a criminal offence for which the member has been convicted, unprofessional conduct in the conduct of ITI business or other allegations of a serious nature that could harm the reputation of the Institute.

ITI members are prohibited from using the Institute's communication channels to publicise complaints or alleged cases of non-payment by members or non-members, although they are welcome to share views and opinions on other commercial issues not covered by this policy.

ITI strives to encourage ethical behaviour and good business practice between members and suggestions from ITI members on ways to foster a culture of mutual support and respect are always welcomed.

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