

Content Review Process

Content Review Process Intro:

Where issues arise regarding the accuracy of a transcript which cannot be resolved between the ordering party and the Authorized Court Transcriptionist, Arkley will receive, review and respond to complaints according to a defined Content Review Process.

This process is intended to support the integrity of transcript production by enabling an independent review of a complaint when it is requested. Arkley will provide a third party prospective on a substantive accuracy complaint, which may support the resolution of complaints between an ACT and an ordering party. Regardless of the outcome, no part of this process will impact the status of the ACT.

Content Review Process:

Step 1: Arkley will confirm with the ordering party that the appropriate steps have been taken with the ACT to resolve the issue directly (as explained below).

- 1) The complainant will be required to identify the specific nature of the alleged error by the ACT.

Step 2: The ACT who certified the transcript will review the specific areas of the transcript that are alleged to have the errors and then inform the ordering party that either:

- 1) The transcript is accurate
- 2) The transcript requires correction

If the transcript requires correction:

- 1) The ACT will contact all parties who received a copy of the transcript and will retrieve all of the copies to be corrected
- 2) The ACT will make the appropriate corrections
- 3) The ACT will update the Table of Contents page
- 4) The ACT will re-certify the transcript and make the following notation under the certification box located on the last page of the transcript: *"This transcript replaces a previously certified transcript released on (Date)"*
- 5) The ACT will contact all parties who ordered the transcript and provide a corrected copy

When the Ordering party and the ACT cannot reach an agreement:

The ordering party must provide a complaint in writing to Arkley documenting the nature of the issue and identifying the exact portion of the transcript that requires review.

Step 1: Arkley will review the formal complaint

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Step 2: Arkley will notify the ACT in writing, identifying the details of the complaint and request that the ACT review these portions of the transcript and provide a written response within 14 business days.

Step 3: If the ACT provides a response, Arkley will review the response and provide recommendations for next step. Should the response not be sufficient to formulate recommendations or the recommendations are not accepted, Arkley will conduct a Transcript Accuracy Review.

A Transcript Accuracy Review involves listening to the identified portions of the recording and documenting what inaccuracies (if any) appear to exist.

Step 4: Arkley will allow the ACT to respond to the identified inaccuracies (if any) over a period of 14 business days.

Step 5: Arkley will make a final determination as to whether any inaccuracies exist and provide the findings to both the ACT and the ordering party in writing.

Once the Content Review Process is complete, the review is considered to be closed. Arkley will retain an internal record of the Content Review services including: The Parties; The Date; Actions Taken and Advice Given. Supporting documentation (If any) will also be kept.

This process does not apply to transcript issues that may arise between ordering parties and the ACTS that are not related to the accuracy of a transcript. Example: Timeframes, formatting.