

TRANSLATION, TRANSCRIPTION AND ANCILLARY SERVICES

Customer Services Telephone: 0330 20 20 270 (0808 1601 786 or 0845 370 2002)



Our translation services convert your written English documents in to other languages, or vice versa. The services include:

- Transcription, which is the conversion of documents in to alternative formats such as braille, large print, audio, video or pictorial English and normal print
- Written translation and transcription of audio, tapes and other forms of electronic media
- Ancillary services including voiceovers, subtitles, Easy Read and large print

We can help you with advisory and guidance documents, correspondence, information leaflets, specialist texts (including technical, scientific, legal, medical and financial), verbatim translations, artwork, design, illustration and typesetting, proof reading, translation memory software, multimedia and e-Learning materials, PR, web copy and software localisation.

SENDING YOUR FILES FOR TRANSLATION

If your file is sensitive or confidential you can send it to us using our LE-LSM™ secure online portal.

- Simply log in with your access details and upload your files, providing the information required on the online request form.

You can also send files by email or to our dedicated fax line. If required, we can accept your emailed files through secure transfer platforms such as Globalscape.

LE-LSM™ online portal:
www.language-empire.net

Dedicated fax:
0845 890 5105

Dedicated email:
translations@language-empire.com

Translation Department tel:
0330 20 20 273 / 0845 009 7858

COMPLAINTS AND FEEDBACK

We want you to feel 100% satisfied with the translation and interpreting services we provide.

If you are not, please let us know. We take all complaints very seriously, and investigate them quickly and thoroughly. We encourage your feedback – it helps us to continually improve our services.

All complaints must be put in writing by email:
complaints@empire-groupuk.com

FURTHER INFORMATION

You can find a range of essential guidance and information about our interpretation and translation services at www.language-empire.net. Simply follow the link to our Customer Hub.

Additional information, advice and guidance on the Language Empire services that are directly relevant to you can be found on your organisation's intranet

TRAINING AND DEVELOPMENT

To support your use of interpreting and translation service, we offer a range of half- and full-day CPD certified training and development courses.

HOW TO ACCESS OUR SERVICES

CULTURAL AWARENESS

HOW TO WORK WITH INTERPRETERS (SPOKEN AND NON SPOKEN)

INTRODUCTION TO INTERPRETING

BEST PRACTICE IN USING INTERPRETATION AND TRANSLATION SERVICES

LINGUIST TRAINING AND DEVELOPMENT

DEAF AWARENESS

Email: contract.management@empire-groupuk.com | Tel: 0330 20 20 348