

## Transcription News November 2025

Transcription News for November 2025 from TP Transcription and University Transcriptions. Specialist academic and business transcription and translation services for all languages, established in 2001, a B Corp company and 1% For the Planet member. Our company donates 10% of profits to charity and is a member of the Ten Percent Group of websites and companies. For details of our company please visit [www.tptranscription.co.uk](http://www.tptranscription.co.uk). We produce a monthly news round up of our research projects, charity donations and work.

### TP Transcription & University Transcriptions Charity Donation - £1,000 to Tiye in Malawi



#### Ending Food Poverty Through Deep Bed Farming

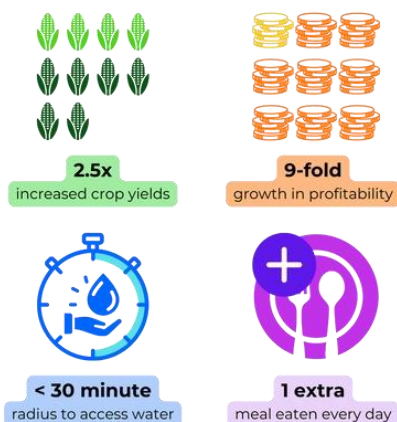
Every year, TP Transcription Limited donates 10% of net profits to charity via the Ten Percent Foundation. This year our donations to date have included £1,000 to Tiye, a UK/Malawi based charity.

#### Who are Tiye?

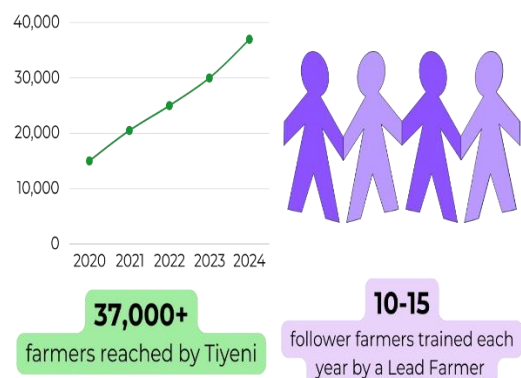
Tiye is a UK-Malawian charity whose mission is to alleviate, and eventually to end, hunger and poverty in Malawi. They deliver training and support using a unique method of sustainable agriculture, Deep Bed Farming, directly to farmers and using a local Malawian team. All projects are delivered in response to farmer demand. So far they have reached over 37,000 farmers. Deep Bed Farming has wide-reaching effects that directly benefit the farmers. Within the first year of adoption, Deep Bed Farming heightens crop yields by 145% and increases farmers' incomes ninefold. Families who have adopted Deep Bed Farming eat an average of one extra meal every day compared to their peers using traditional farming methods. As a climate-smart form of agriculture, Deep Bed Farming also promotes environmental and conservation efforts

by decreasing soil erosion and rainwater runoff, increasing plant and animal biodiversity, and improving soil health.

**Achievements of Deed Bed Farming on reducing multidimensional poverty**



Tiyeni's training programmes produce tangible and meaningful impacts on the lives of smallholder farmers in Malawi, which is one of the world's poorest and least-developed countries. The vast majority of Malawi's population is made up of smallholder farmers, meaning that in addition to suffering from hunger and food insecurity, their livelihoods are threatened. The Malawian Ministry of Agriculture has been encouraging farmers to adopt Deep Bed Farming so that they are better able to provide for themselves and their families. Due to current drought, many farmers expect no crop yields at all this season; however, farmers who have adopted Deep Bed Farming, after receiving training through our small tangible projects, have been able to produce some crop yields despite the adverse weather.



**Bad weather effects**

Tiyeni's Deep Bed Farming also has tangible impacts on farmers suffering from the effects of other extreme weather events. For example, Limited Lingoma, a farmer trained by Tiyeni in

Southern Malawi, gave the following feedback after his village was hit by the disastrous Cyclone Freddy: "Crops under Deep Bed Farming were resilient in the floods, to the extent that my crops and beds were not washed away with the flooding. If I had not adopted Deep Bed Farming, I would not have survived the impact of Cyclone Freddy in terms of food. Even though the water was too much, I managed to harvest two and a half bags of maize from the Beds." Belita Sikelo, another farmer, reported "In my conventional farming field, ridges were washed away together with the crops while in the Deep Beds the crops were not washed away, and the beds were intact."

## **Funding Needs**

Demand for training is so high that Tiyeeni's team is unable to provide direct training programmes to all of the communities who are requesting assistance. They require funding to go towards operating costs for training programmes so that Tiyeeni can respond to this growing demand and expand its small, tangible, frontline projects to reach more farmers. These operating costs include expenditures such as staff costs (predominantly towards Field Officers, who deliver the majority of the training) and farming equipment.

## **Further Information and Donations**

**For further information about Tiyeeni, please visit their website at**  
**<https://www.tiyeeni.org/>**

## **What is this all about?**

TP Transcription Limited donates 10% of annual net profits to charity via the Ten Percent Foundation, a charitable trust set up by our group of companies to distribute monies to charities in the UK and Africa. We have been doing this for over 25 years. The Foundation never incurs any administration costs (other than Triodos bank charges, which are minimal). All monies donated are distributed to charities and community organisations.

[www.tenpercentfoundation.org](http://www.tenpercentfoundation.org)

## **Donation Suggestions Sought by The Ten Percent Foundation**

We are open to donation suggestions for 2026, with the next round of decision making due in 6 months, so plenty of time to make suggestions. Our trustees have recently met to make decisions for the May 2025 round and we are in the process of contacting the successful charities to arrange our donations (see above). We tend to distribute donations in the region of £500-£2000 to each charity and we usually have around £20,000 to give away. We get more suggestions from academic staff at universities than we do from any clients in other sectors, which we are incredibly grateful for, and we like supporting ongoing projects. Cure Parkinson's

(see our website) is a good example of this and we hope to continue donating for some years to come.

## Customer Complaint Transcription - Vital Accuracy

Customer complaints are an inevitable part of operating a business, but they remain one of the most valuable sources of information for improving service quality, operational processes and customer satisfaction. Capturing audio and video recorded complaints accurately through transcription is essential, particularly when they are received via recorded calls, online meetings or voice notes. As organisations increasingly recognise the importance of accuracy, many turn to specialist human providers such as TP Transcription.

We regularly undertake ongoing customer complaint transcription for large multinationals and smaller organisations, mainly because we offer dependable, secure and highly accurate transcriptions that far surpass the automated AI alternatives at present. Some large multinational companies instruct us because they are completely dependent on the level of accuracy, particularly if there is any risk of future court action. There have been some substantial court cases in recent times involving whole batches of phone call recordings where the case turns on the advice given by the company to consumers.

Human transcribers can interpret tone, nuance and contextual cues that automated systems frequently overlook.

## Legal & Regulatory Reasons for Accurate Transcription

Accurate transcription is not only a matter of customer service—it is often a legal necessity. Many sectors, including finance, healthcare, hospitality and utilities, operate under strict regulatory frameworks requiring precise record-keeping. Inaccurate or incomplete complaint transcripts can expose organisations to unnecessary legal risk. Should a complaint escalate to an external regulator, ombudsman, or legal forum, the transcript becomes a crucial evidential document. Errors or omissions may weaken a business's position, prolong dispute resolution processes or lead to unfavourable rulings. To safeguard against these risks, organisations must ensure their documentation is produced to a professional standard. We have worked on some extremely large projects linked to huge court cases, focussed on the process and outcome of customer complaints and what was said by whom and when.

## Supporting Staff Training and Service Improvement

Customer complaints offer insight into recurring problems, staff performance and systemic shortcomings. When transcribed accurately, they can serve as valuable training tools for enhancing service delivery and improving operational practices. If the end result contains streams of gibberish or hallucinations from the AI machine completing it, then staff will not take it seriously and managers much less likely to act on it! Precise transcripts allow managers to analyse patterns in complaints, identify areas requiring staff development and design

targeted training programmes. Conversely, inaccurate or AI-generated transcripts may distort the substance of customer concerns, leading to ineffective or misguided improvements. Furthermore, many AI platforms store data externally or operate under unclear data usage policies which are very often in breach of organisational GDPR rules. For businesses handling personal or commercially sensitive information, this raises serious concerns regarding confidentiality and data protection.

## Summary

Accurate transcription of customer complaints is not simply an administrative function—it is a necessity. Reliable human-generated transcripts support legal compliance, strengthen dispute resolution, improve customer service and enhance staff training. While AI tools may offer convenience, their limitations make them unsuitable for handling sensitive or high-stakes complaint information.

## Recent Articles

- **Beat The Deadlines** - this is just a quick reminder that if you have funding that needs spending before the end of the university financial year, we are always happy to invoice in advance for any transcription & translation work.
- [AI & Multi Speaker Recordings](#)
- [The True Cost of Meetings](#)
- [A Guide to Apple Transcription for Voice Memo Recordings](#)
- [Surviving the ISO 27001 Remote Surveillance audit](#)
- [Anonymising Interviewees in Video Research Interviews: A Practical Guide](#)
- [Scottish accents](#) - our guide
- [English Accents](#) - which are the hardest to understand?
- [Google Meet transcription](#) - How to Get a Transcription from a Google Meet: A Comprehensive Guide.
- [Zoom Teams How to Improve the Quality of Zoom Transcriptions](#)
- [TP Transcription & University Transcriptions Nominated Charities for the Ten Percent Foundation in 2024](#)
- [Looking after the welfare of transcribers - a study](#)

## Peaceful Shropshire Getaways

St Milburga Chapel in the Shropshire Hills is a cosy 4 person, Grade 2 listed holiday home in open countryside overlooking the Cleve Hills. Renovated in 2022, it is approximately 10 minutes' drive from Ludlow with its highly regarded restaurants, cafes and independent shops. The chapel is perfectly located for family holidays (Ironbridge & Church Stretton nearby), weekend breaks and walking holidays. 10% of profits from the chapel lettings are donated to the Ten Percent Foundation. Rated 4 star accommodation by Visit England. Website:

<https://www.stmilburgachapel.co.uk>



## The Transcription Society - providing professional accreditation to academic and business transcribers

The Transcription Society is a not-for-profit organisation dedicated to improving standards in the transcription industry and providing accreditation to both individual and corporate members. The organisation is run on a not for profit basis and registered in the UK with Companies House. The society offers individual transcribers the chance to obtain professional recognition for their standards of work and provides corporate members with recognition that they subscribe to a professional level of industry standards for quality and ethics. Needless to say, TP Transcription Limited is a corporate member and our directors sit on the board of the Transcription Society. For details of the transcription standards the Society promotes, please visit **[www.transcriptionsociety.org](http://www.transcriptionsociety.org)**.

We hope you have enjoyed reading our monthly newsletter and look forward to hearing from you if we can assist further.

Kind regards

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Part of the Ten Percent Group of websites, donating 10% of annual profits to charity

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