

Appen

JUSTICE & INVESTIGATIONS

Accurate, Secure, and Trusted Transcription Services for Legal and Investigative Work

Getting to the Truth, Accurately and Securely

Investigations and inquests are about uncovering the truth. Whether part of an inquiry into bribery, corruption, a fraud investigation, a planning, environmental dispute, or formal legal proceedings. These interviews and hearings can be sensitive, sometimes adversarial, and always high stakes.

For the official record, or for internal evidence gathering, you need an accurate, secure written account that everyone involved can trust. That's where Appen comes in.

With more than 20 years' experience providing professional transcription, note-taking and language services to government bodies, law enforcement, regulators, legal professionals, and coroners' services, we ensure every word is captured accurately, confidentially, and on time.



Our Services

We offer a complete suite of services tailored for justice and investigative settings:



Transcription: Verbatim or intelligent verbatim written accounts of interviews, hearings, and proceedings.



Summaries: Concise records with all the essential points captured, reducing document length by around 40%.



Interpreting: In-person, video, or telephone interpreting for investigations, hearings, and interviews.



Translation: Certified translation of official documents, reports, and evidence materials.



No two investigations or inquests are the same. Appen tailors every service to your specific requirements, providing flexible formats, turnaround times, and levels of detail, so you only pay for what you need.



Why Choose Appen?

A leading UK provider of digital, audio, and video transcription, Appen is part of a global group with expertise in more than 180 languages, producing over 12,000 transcripts every year.

What makes us different:

Our hybrid approach combines AI-driven speech recognition for speed with expert human editors to ensure accuracy, context, and reliability, delivering transcripts you can trust even for complex or sensitive content. Backed by secure servers and facilities, we offer in-house or remote delivery depending on your security needs and budget.

- **Information Security:** ISO 27001 certified information management systems and UK Cyber Essentials accreditation.
- **Quality Assurance:** ISO 9001 certified processes ensuring internationally recognised standards of accuracy and consistency.
- **Physical Security:** Secure, in-house facilities with industry-leading access controls.
- **Confidentiality:** All transcribers and technicians are vetted and bound by confidentiality agreements, with many holding high-level security clearances.
- **Flexibility & Scale:** Capacity to handle urgent, large-scale, or specialist requests in PACE, ABE, or other bespoke formats.
- **Innovation:** From enhancing body-worn video quality to supporting AI and machine learning development, Appen leads in technological innovation.

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We had an unexpected increase in demand in the summer and at Christmas last year, it was a pleasure to use the services of Appen, they provided excellent customer service and all the work was completed in the agreed timescales where we were kept informed of the progress of the work. The work completed was of high standard and received positive feedback from the officers.”

Metropolitan Police Service - January 2025



Crown
Commercial
Service
Supplier

Accurate, Secure, and Trusted Transcription for Justice and Investigations.

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To discuss how Appen can support your justice or investigative needs:

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