

PIERCE COUNTY COURTS

INTERPRETER SERVICES COMPLAINT REPORT FORM

Pierce County Courts strive to provide access to all Limited English Proficient individuals. If you feel that access to the court was limited or denied due to having Limited English Proficiency (LEP), Hard-of-Hearing, and/or Deaf-Blind (D/HH/DB), please complete this form.

The complaint report form must be about how Pierce County Courts 1) limited or denied access to the court activity due to the court's failure to provide interpretation services; 2) did not comply with the Language Access Plan (LAP) or 3) provided an interpreter who did something wrong.

If you need the Complaint Report Form translated or interpreted or if you wish to give a report over the phone, contact Interpreter Services at SUPCrtInterpret@co.pierce.wa.us or (253) 798-6091.

Information for Person with the Complaint

(if you are filling out this form for someone else, please see the next section)

Name _____

Address _____

Main Phone _____ Email _____

Language Involved: _____

Information for Person Filling Out Complaint Form

(if you are filling out this form for someone else, please see the next section)

Name _____

Address _____

Main Phone _____ Email _____

What is your relationship to the person with the complaint? _____

Information about the Interpreter (if applicable)

Please give us as much information as you can about the interpreter.

Interpreter Name _____

Language Involved: _____

Please give us as much information as you can about the court where the problem took place:

Court Name _____ Judge Name _____

Your Case Number _____ Date of Court Hearing/Appearance _____

Information about how Limited English Proficiency (LEP), Hard-of-Hearing, and/or Deaf-Blind (D/HH/DB) services were not provided by the Pierce County Courts

Please give us as much information as you can about the office where an interpreter was not provided:

Language Involved: _____

Court Office (such as Court Administration) _____

Your Case Number _____ Date of Court Hearing/Appearance _____

Report

Please tell us as much as you can about what happened. Add any documents that will help tell us about the problem and support the report. If you can, please include information about:

- Problems with being provided an interpreter when one was requested
- Problems with how the interpreter interpreted
- Problems with how the interpreter acted
- Any report you made to court staff or anyone else
- Any other person who might have seen the problem happen, or
- What you know about the interpreter that can be reported as described in the Instructions

Date _____

Signature of Person with the Complaint

Resolution

The Pierce County Superior Court Interpreter Coordinator or designee met with _____
(person with the complaint) on _____ (date) to discuss the reported issue(s).

The meeting resulted in the following resolution:

Date _____

Signature of Person with the Complaint

Interpreter Coordinator or Designee

The meeting did not result in a resolution or Pierce County Courts was unable to resolve the complaint because:

The person with the complaint was given a copy of this form and the Pierce County Courts Language Access Plan.

Date _____

Signature of Person with the Complaint

Interpreter Coordinator or Designee