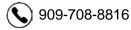


## Language Access Services Complaint Form



Superior Court of California, County of San Bernardino 247 W. Third Street San Bernardino, CA 92415-0230

www.sb-court.org



@InterpreterServices@sb-court.org

## **Instructions**

The California courts want all Californians, including those who do not speak English well, to have access to the courts. If you have a complaint about language access services at a local court, or if you would like to provide feedback about language access services, fill out and turn in the complaint form.

Please keep the following in mind:

- If you need language access services for an active court case, and did not receive service, send us your complaint as soon as possible.
- Fill in as much information as you can. You do not have to give your name, but it is helpful to know how to contact you so we can get more information if needed.
- You can use the form to provide comments or suggestions about language access services.
- Language access complaints may be submitted orally or in other written formats. However, use of the court's local form is encouraged to ensure tracking and that the court received full information of the complaint.
- Filing a complaint will not negatively affect your court cases or the services you get at the court.
- Your complaint will NOT become a part of your case file or part of your case.
- If you are making this complaint on behalf of someone else, fill out the information of the person we should contact about the complaint.
- You can fill out the form and turn it in at your local courthouse by hand, postal mail or e-mail it at the addresses below. You can also fill it out and turn it in online.

For complaints about services at your local court related to other staff, court interpreters, or local translations, fill out and mail or e-mail your complaint form to:

Superior Court of California,

County of San Bernardino

Attn: Language Access Representative

247 W. Third Street

San Bernardino, CA 92415-0230

E-mail: InterpreterServices@sb-court.org

The form is available for free both in hard copy at the courthouse and online on the court's website.

For complaints about the Judicial Council's services—Judicial Council meetings, forms, or other translated material hosted on <a href="https://www.courts.ca.gov">www.courts.ca.gov</a> — do not use this form. Please go to <a href="https://www.courts.ca.gov/languageaccess.htm">www.courts.ca.gov/languageaccess.htm</a> to submit your complaint.

Thank you for taking the time to let us know how we are doing, and for helping us to improve our language access services for all Californians.



## Language Access Services Complaint Form

Fill out this form to complain about language access services in the California courts. Provide as much detail as possible. You do not *have to* give your name or contact information if you do not want to, but it will help us investigate your complaint.

Your complaint will NOT become a part of your case file. Do not use this form if you have a complaint about the outcome of your case.

If you want to provide other comments and suggestions (not a complaint), fill out Part 2 of this form, under "Give Us Feedback."

Information about Person with Complaint:  Today's date:	If you are filling out this form for another person, please provide your contact information below:
Name:	Today's date:
Telephone:	Name: Organization:  Telephone:
@ E-mail:	Address:
Primary language you speak:	E-mail:  Primary language you speak:
Best contact method:maile-mailphone	Primary language you write:
Check and fill out all that apply.  I asked for an interpreter but did not get one.  Tell us when (date) and where (location) this happen	ned:
Case number (if any):	
I am not satisfied with the services of the <b>interprete</b> Name of the interpreter:	
Interpreter badge #:	
Location:	<u> </u>
Why were you not satisfied with the interpreter servi	ices?

	Other problem with court staff related to language access.
	Date of incident:
	Name of staff person:
	Department:
	Describe incident:
	The <b>form</b> I need is not in my language.
	Give form number, name, or description:
	The <b>information</b> I need is not in my language.
	Specify what information you need translated:
	The translation of the form or information I received has <b>mistakes</b> .
	Describe document or information:
	Describe mistakes:
	Other compleint related to learning access
Ш	Other complaint related to language access.
	Have you complained to another agency about this problem?   Yes   No
	If Yes, provide the name of the agency:
Ad	d any other information that may help us review your complaint:
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## **PART 2. Give Us Feedback** Other comments or suggestions: Thank you. We will contact you within 60 days of receiving this form. You can fill out the form and turn it in at your local courthouse by hand, postal mail or e-mail it at the addresses below. Superior Court of California, County of San Bernardino Attn: Language Access Representative 247 W. Third Street San Bernardino, CA 92415-0230 www.sb-court.org 909-708-8816 InterpreterServices@sb-court.org