



# LANGUAGE SERVICES PROGRAM

## Denial of Access to Interpreter Complaint Process

This document details the steps a complainant may take to report the failure of a local court to appoint an interpreter in cases and court functions when one is required to be appointed, pursuant to Sup.R. 88.

- 1. Initiating a Complaint.** A Limited English Proficient person, his or her attorney, or their advocate, may initiate a complaint in their primary language through the following methods:
  - Calling 1.888.317.3177 toll-free to access the Supreme Court of Ohio Language Services Program
  - Sending a letter to the Language Services Program
  - E-mailing the complaint to the Language Services Program through the form available at [www.sc.ohio.gov](http://www.sc.ohio.gov).
- 2. Intake.** The Language Services Program will review the complaint and obtain all pertinent information from the complainant. The complaint will be assigned an intake number for tracking and filing purposes. Anonymous complaints will not be investigated.
- 3. Acknowledgement of Complaint.** The Language Services Program will respond to the complainant within 10 business days by letter or e-mail acknowledging receipt of the complaint.
- 4. Notification to Local Court.** The Language Services Program will send a letter to the local court against which the complaint is alleged, notifying the court that a complaint has been received. All pertinent details concerning the complaint will be included in the letter.
- 5. Response by Local Court.** The local court has 10 days to respond to the Language Services Program notice. The response shall be in writing and offer a proposed resolution to the complaint. The response is filed by the administrative judge or the court administrator on behalf of the local court.
- 6. Review by Language Services Program.** Upon receipt of the response from the local court, the Language Services Program will forward a copy of the response to the Supreme Court administrative counsel for review. Upon advice of the administrative counsel, the Language Services Program will either direct the local court to implement the proposed resolution, propose the local court implement a new solution, or advise the local court that the complaint is without merit. The local court is required to file a progress report to the Language Services Program within 10 days after any proposed or suggested resolution is implemented.
- 7. Notification to Complainant.** The Language Services Program will send a letter to the complainant detailing the actions to be implemented by the local court as a means of resolving the complaint.
- 8. Database and Public Access.** The Language Services Program will maintain a database of complaints and the steps taken to resolve them. Complaints and external correspondence shall constitute an administrative document pursuant to Sup.R. 44-47.