



Language Access Plan 2025

1. Legal Basis and Purpose

This document serves as the plan for the Scottsdale City Court to provide to persons with Limited English Proficiency (LEP) services in compliance with Title VI of the Civil Rights Act of 1964 (42 U.S.C. 2000d et seq.; 45 C.F.R. § 80.1 et seq.; and 28 C.F.R. § 42.101–42.112). The purpose of this plan is to provide a framework for the provision of timely and reasonable language assistance to LEP persons who come in contact the Scottsdale City Court.

This Language Access Plan (LAP) was developed to ensure meaningful access to court services for persons with limited English proficiency. Although court interpreters are provided for persons with a hearing loss, access services for them are covered under the Americans with Disabilities Act rather than Title VI of the Civil Rights Act, and therefore will not be addressed in this plan.

2. Needs Assessment

A. Statewide

The State of Arizona provides court services to a wide range of people, including those who speak limited or no English. From a statewide perspective, the following languages were listed with the greatest number of speakers who spoke English less than “Very Well” in Arizona (according to the American Community Survey estimate report from the U.S. Census Bureau dated March 2022, which have remained consistent to this date), in the following order:

- Spanish
- Navajo
- Vietnamese
- Chinese
- Arabic

B. Scottsdale City Court

The Scottsdale City Court is responsible for providing services identified in this plan to all LEP persons. However, the following list shows the foreign languages that are most frequently used in this court’s geographic area. This information is based on data collected from the court’s case management system and internal statistics collected from interpreter invoices, as follows:

- Spanish
- Arabic
- Mandarin
- ASL
- Farsi

3. Language Assistance Resources

A. Interpreters Used in the Courtroom

1. Providing Interpreters in the Courtroom

In the Scottsdale City Court, court interpreters will be provided in all courtroom proceedings at no cost to all LEP court customers including witnesses, litigants, victims; parents, guardians, and family members of minor witnesses, victims, and/ or litigants; as well as any other person(s) whose presence or participation is necessary or appropriate as determined by the judicial officer.



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The Scottsdale City Court employs credentialed interpreters in the courtroom pursuant to the provisions of Arizona Supreme Court Administrative Order 2016-02 on the Credentialing of Court Interpreters, and Arizona Code of Judicial Administration § 7-301 on continuing education requirements for credentialed interpreters to comply with these authorities, the court will implement written policies regarding the use of interpreters.

It is the responsibility of the private attorney, public defender, or prosecutor's office to provide qualified interpretation and translation services for witness interviews and for all attorney/client communications held off court site.

2. Determining the Need for an Interpreter in the Courtroom

The Scottsdale City Court may determine whether a court customer has limited English proficiency in various ways. The identification of those language needs at the earliest point of contact is a priority for the court. The need for a court interpreter may be identified prior to a court proceeding by the LEP person or on the LEP person's behalf by security, front counter and courtroom staff, attorneys, victim's advocates, detention officers, and by law enforcement officers as noted on a citation. The court has a documented process to identify LEP needs for parties and to ensure a notation is made in the court's electronic case file.

Signage throughout the court building indicating interpreter services is available and may also help to identify LEP individuals. The Scottsdale City Court displays the "Notice of Interpreter Services" at the following locations inside the court building: entry point and Self-Service Center.

The need for an interpreter also may be made known in the courtroom at the time of the proceeding. In a case where the court is mandated to provide an interpreter, but one is not available at the time of the proceeding, even after the court has made all reasonable efforts to locate one, as previously outlined in this plan, the case may be continued to a date when an interpreter can be provided.

3. Administrative Office of the Courts (AOC) Interpretation Resources

Court Interpreter Registry, Roster of Credentialed Court Interpreters and Listserv

The AOC maintains a statewide registry of individuals who indicate they have interpreting experience and have expressed interest in working in the courts. The registry includes information on the individuals' credentialing program (ACICP). The court using interpreting services will determine the competence of the persons listed and their suitability for a given assignment. This roster is available to court staff on the internet at <http://www.interpreters.courts.az.gov>.

The AOC also maintains a public Arizona roster of credentialed court interpreters. The public roster lists the name, language, credentialed level, and contact information for those interpreters who have successfully earned an ACICP credential and who have consented to having their information appear in the public roster. The public roster is available on the Arizona Judicial Branch website at <https://www.azcourts.gov/interpreter/>.

Additionally, the AOC created a statewide listserv to allow courts to communicate via email on court interpreter-related matters. The listserv is an excellent resource to locate referrals for specific language needs. Access codes and instructions to join listserv may be obtained from the AOC Language Access contact person.

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Video Remote Interpreting

The AOC has installed video conferencing equipment at the State Courts building that will allow courts with compatible technology to remotely conference an interpreter from the Phoenix Metro area or from another court jurisdiction into their court to improve resource allocation and reduce time and costs associated with interpreter travel. Contact the AOC Language Access Contact for more information on VRI connectivity and a checklist for court proceedings most appropriate for video.

B. Language Services Outside the Courtroom

The Scottsdale City Court is also responsible for taking reasonable steps to ensure that LEP individuals have meaningful access to court services and programs outside of the courtroom. Court services and programs include but are not limited to self-help centers, public service windows/cashiers, inbound calls, jury service, and records.

1. Assistance to Understand Court Procedures and Policies

Services offered by the court generally to English-speaking customers pursuant to the employee code of conduct (ACJA § 1-303) must also be provided to LEP litigants in their language.

2. Assistance to Fill-out Court Forms and Pleadings

The Scottsdale City Court will assist in the filling-out of court forms for those LEP court customers who are unable to do so either by themselves or with the assistance of another competent adult proficient in English and able to render assistance in a timely manner. This service is also available virtually with the use of an iPad.

3. Court-Ordered Services and Programs

The court is also responsible for taking reasonable steps to ensure that LEP individuals have meaningful access to all court-ordered services and programs. Court-ordered services and programs include but are not limited to alcohol and drug screening/treatment, educational programs, and classes provided by a private vendor under contract with the court. Any contracts with vendors that provide direct services to court users include the requirement that the vendor provide language services, including interpreters, for all LEP individuals.

The court uses the following resources to facilitate communication with LEP individuals and court staff or providers of court-ordered services:

- The Scottsdale City Court's staff interpreter is registered with the Arizona Court Interpreter Credential Program. The court also utilizes the services of independent contractors, or agency contractor interpreters. Preference is given to credentialed interpreters when requesting external interpreters.
- The Scottsdale City Court provides a public phone line with key instructions provided in Spanish to request court services.
- The Scottsdale City Court has bilingual employees in the following languages: Spanish. When LEP customers seek our assistance outside the courtroom, we first try to meet their needs by using the language skills of our employees or virtual interpreters through an iPad.
- The Scottsdale City Court has developed an internal phone list of bilingual employees who can assist LEP customers when necessary, and when no staff person is available to provide that

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assistance in person.

- For face-to-face encounters, as well as telephone conversations, the Scottsdale City Court utilizes telephonic and virtual interpreter services when on-site interpreters are not available. In addition, this service includes video calls for American Sign Language (ASL).
- When court staff does not know what language, a customer is speaking, they use the ISpeak cards to identify the individual's primary language and inform the court interpreter for additional support if needed.
- Staff who have some knowledge of another language but need help with court terminology may consult the following glossary sources:
 - Spanish/English glossary on the AOC self-help Web site, http://ajinweb/ctserv/cmu/CMU_CourtInterpreter.htm
 - Spanish Language Style Guide and Glossaries for U.S. Government Web Sites <https://www.digitalgov.gov/resources/spanish-language-style-guide-and-glossaries/>
- Written information in Spanish on how to access and navigate the court.
- Multilingual signage throughout courthouse locations in the following languages: Spanish.

To provide linguistically accessible services for LEP individuals, the Scottsdale City Court provides the following:

- Public service windows that include Spanish bilingual staff and telephonic and virtual language assistance.
- Written informational and educational materials and instructions in Spanish.
- Website link from the court's website to the Supreme Court's Spanish translated webpage <http://www.azcourts.gov/elcentrodeautoservicio> for court forms and instructions and other language access related resources such as the courts' website pages <http://www.scottsdaleaz.gov/court> and LAP and complaint form and process. <https://www.scottsdaleaz.gov/Assets/ScottsdaleAZ/Court/CourtPublications/Language+Access+Plan/LAP.pdf>

C. Bilingual Staff

The Scottsdale City Court uses Bilingual Staff, if applicable, in the provision of linguistically accessible services for LEP individuals. These staff assist LEP individuals at the Public Service Windows, over the phone in the same manner as that for English speaking court users.

Bilingual staff who have not completed the credentialing program are not used in lieu of interpreters either in court or for court-ordered programs and services.

D. Court Appointed or Supervised Personnel

The Scottsdale City Court shall ensure that court appointed supervised personnel, including but not limited to child advocates, guardians ad litem, provide language services, including interpreters as part of their service delivery system to LEP individuals.

E. Translated Forms and Documents

The Arizona courts understand the importance of translating forms and documents so that LEP individuals have greater access to the courts' services. The Scottsdale City Court currently uses forms



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and instructional materials translated into Spanish. The Court continues to translate additional forms into Spanish with the intent of having all forms translated and available for use.

The Court has translated various documents into Spanish:

- Civil Traffic Hearing Information
- Information for City and County Jail Confinement
- Compliance Assistance Program (CAP)
- Request for Public Defender
- Payment Plan Request Form
- Web Payment Instructions Pre-Adj/Post-Adj and FARE
- Order of Protection Guide
- Notice of Motion to Set Aside
- Instructions For Transferring Firearms to Law Enforcement
- Walk-in Motion
- Payment Notice
- Financial Statement
- Defensive Driving Class Information
- Mandatory Insurance Suspension Information
- Types of Payments Accepted
- Appeal Information
- Records Request
- Public Survey
- Fines Enforcement
- Petition to Seal Records
- Motion to Set Aside and Second Chance
- Application for Second Chance

These documents are available at Scottsdale City Court, 3700 North 75th St, Scottsdale, AZ 85251 in the Self-Service Center and on the court website. <http://www.scottsdaleaz.gov/courts/> Qualified interpreters at court hearings provide sight translations of court documents and correspondence associated with the case. If an interpreter is not available, other reasonable means will be employed to ensure meaningful access for the LEP person such as:

- Explaining the contents of the document by competent bilingual staff.
- Utilizing a telephonic interpreter service to relay court staff's explanation of the document contents.
- Submission of the document for timely written translation as appropriate.

F. Website/Online Access

Scottsdale City Court operates an Internet website <http://www.scottsdaleaz.gov/courts/> and ensures the website is accessible to LEP persons and includes:

- Google Translate is also available to translate the Court's web pages into numerous languages, including but not limited to, Spanish, Arabic and Vietnamese.
- A notice about the availability of language services written in Spanish and is posted on the court's website page <http://www.scottsdaleaz.gov/court/>
- A hyperlink to Arizona Supreme Court's Spanish-translated webpage <http://www.azcourts.gov/elcentrodeautoservicio>
- A hyperlink to the Scottsdale City Court's LAP and complaint form and process [Limited English Proficiency Plans \(scottsdaleaz.gov\)](#) and to [Supreme Court's Self-Service](#)

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[Center page](#) with language access complaint forms in English, Arabic, Chinese, Spanish and Vietnamese.

4. Court Staff and Volunteer Recruitment

A. Recruitment of Bilingual Staff for Language Access

The Scottsdale City Court is an equal opportunity employer and recruits and hires bilingual staff to serve its LEP constituents. Primary examples include but are not limited to:

- Court Spanish interpreter that serves as regular full-time employee of the court.
- Bilingual staff that serve at public counters, answering inbound calls and self-help center questions.
- Bilingual city staff available on call to assist with contacts from LEP individuals, as needed.

B. Recruitment of Volunteers for Language Access

Currently, the Scottsdale City Court does not recruit or use volunteers to assist with language access.

5. Judicial and Staff Training

The Scottsdale City Court is committed to providing language access training opportunities for all court employees. Training and learning opportunities currently offered will be expanded or continued as needed.

Training includes:

- Interpreter Coordinator Training
- Diversity Training
- Cultural Competency Training
- LAP Training
- Staff attendance in Spanish and training, provided by the court in partnership with local institutions to offer these classes on site and free to employees on court time, or through tuition reimbursement.
- New Employee Orientation Training; and,
- AOC's Language Access in the Courtroom Training DVD
- AOC's Language Access Online Training Videos

<http://www.azcourts.gov/educationservices/cojet-classroom/video-center>

6. Public Outreach and Education

A. General

To communicate with the court's LEP constituents on various legal issues of importance to the community and to make them aware of services available to all language speakers, the Scottsdale City Court provides community outreach and education and seeks input from its LEP constituency to further improve services.

Outreach and education efforts include:

The Scottsdale City Court developed the Scottsdale Spanish Court Experience/Program which is designed to encourage young people to seek a career in court interpretation or other city departments in need of bilingual staff, as well as familiarize them with our legal system. This program was initially launched in early March 2019. Since that time, Scottsdale City Court has been working closely with senior year students from Saguaro High School. This program has allowed the students to become educated not only in the areas of interpreting, but also in the functions of the court, which

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include the essential roles of the judicial officer(s), administrators, secretary, bailiffs, and other staff. This program may be available to other high schools in the area in the future.

In December of 2022, Jennifer Ilten and Zuhaila Trejo-Tate were awarded the Collaborative Teamwork Award at the annual Scottsdale Employee Awards for the creation, implementation, and their ongoing efforts to enhance the program year after year collaborating with the community.

B. Videos, Webinars, Online Classes, In-person Classes, and Other Similar Instructional Methods

The Scottsdale City Court will determine whether any existing videos, webinars, and instructional materials should be made available in languages other than English and Spanish by considering the Department of Justice's four-factor analysis. The court has purchased a software program to assist in the development of computer-based training that will be designed to present instructional materials to litigants in English, Spanish and other languages.

C. Formal Complaint Process

If an LEP court customer believes meaningful access to the courts was not provided to them, they may choose to file a complaint with the trial court's Language Access Plan Coordinator. The court will develop a complaint process that includes at a minimum, the following information:

- The court will respond to any complaint within 30 days and the records will be maintained as public records.
- If you believe you have not been provided effective language assistance for any court or probation proceeding or other service provided by the court, please complete this form and return it to 3700 N 75th Street Scottsdale, AZ 85251.
- The complaint form (English/Spanish) is attached to the LAP.
- Translated versions of the complaint form are available in multiple locations, including, but not limited to:
 - Forms posted on the court's website.
 - Hard copy forms available at the counters.

7. Public Notification and Evaluation of LAP

A. LAP Approval and Notification

The Scottsdale City Court's LAP is approved by the court's Presiding Judge and Court Administrator. Upon approval, please forward a copy to the AOC Court Services Division. Any revisions to the plan will be submitted to the presiding judge and court executive officer for approval, and then forwarded to the AOC. Copies of the Scottsdale City Court LAP will be provided to the public on request. In addition, the court may choose to post this plan on its public web site. [Limited English Proficiency Plans \(scottsdaleaz.gov\)](https://www.scottsdaleaz.gov)

B. Evaluation of the LAP

The Scottsdale City Court will routinely assess whether changes to the LAP are needed. The plan may be changed or updated at any time but reviewed no less frequently than once a year or biannually.

Every year the court's interpreter will review the effectiveness of the court's LAP and make any necessary updates. The evaluation will include identification of any problem areas and development of corrective action strategies. From time to time, the court may consider using a survey sampling of data collection for a specific time frame which involves assessing language access requests to assist in the evaluation of the LAP. Elements of the evaluation will include:

- Number of LEP persons requesting court interpreters, language assistance.
- Assessment of current language needs to determine if additional services or translated materials should be provided.



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- Solicitation and review of feedback from LEP communities within the county.
- Assessment of whether court staff adequately understand LEP policies and procedures and how to carry them out.
- Review of feedback from court employee training sessions
- Review customer satisfaction feedback as indicated on the access and fairness survey.
- Review any language access complaints received.

C. Court Language Access Plan Coordinator:

Esteban Aldrete
Court Interpreter
Scottsdale City Court
3700 N. 75th St.
Scottsdale, AZ 85251
(480) 312-7309, ealdrete@scottsdaleaz.gov

D. AOC Language Access Contact:

David Svoboda
Court Services Division
Administrative Office of the Courts
1501 W. Washington Street, Suite 410
Phoenix, AZ 85007
(602) 452-3965, dsvoboda@courts.az.gov

E. LAP Effective Date: February 2025

F. Date of Last Revision: January 17, 2025

G. Approved by:

Presiding Judge: Marianne T. Bayardi _____/s/_____ Date: _____

Court Administrator: Chris Phelps _____/s/_____ Date: _____



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Addendum A Model Interpreter Services Policy

Scottsdale City Court
3700 N 75th Street Scottsdale, AZ 85251

INTERPRETER SERVICES GUIDELINES

Arizona Supreme Court Administrative Order 2016-02 requires courts to have their staff interpreters credentialed at the Tier 3 level or higher within two years of their date of hire. Also, the Order requires the court to demonstrate appointment preference for credentialed freelance interpreters.

Additionally, Arizona Code of Judicial Administration (ACJA) Section 7-301 requires interpreters to comply with mandatory continuing education requirements. Beginning in 2025, courts will be able to check an interpreter's compliance with these requirements in the Arizona Court Interpreter Registry.

To comply with the court's duty to take reasonable steps to ensure meaningful access to the court's programs and services for individuals with limited-English proficiency, the court will employ the following guidelines for interpreter services.

Interpreter Credentialing Tiers and Descriptions

Administrative Order No. 2016-02 established the Arizona Court Interpreter Credentialing Program (ACICP) and created the following credentialing tiers for interpreters in the Arizona courts:

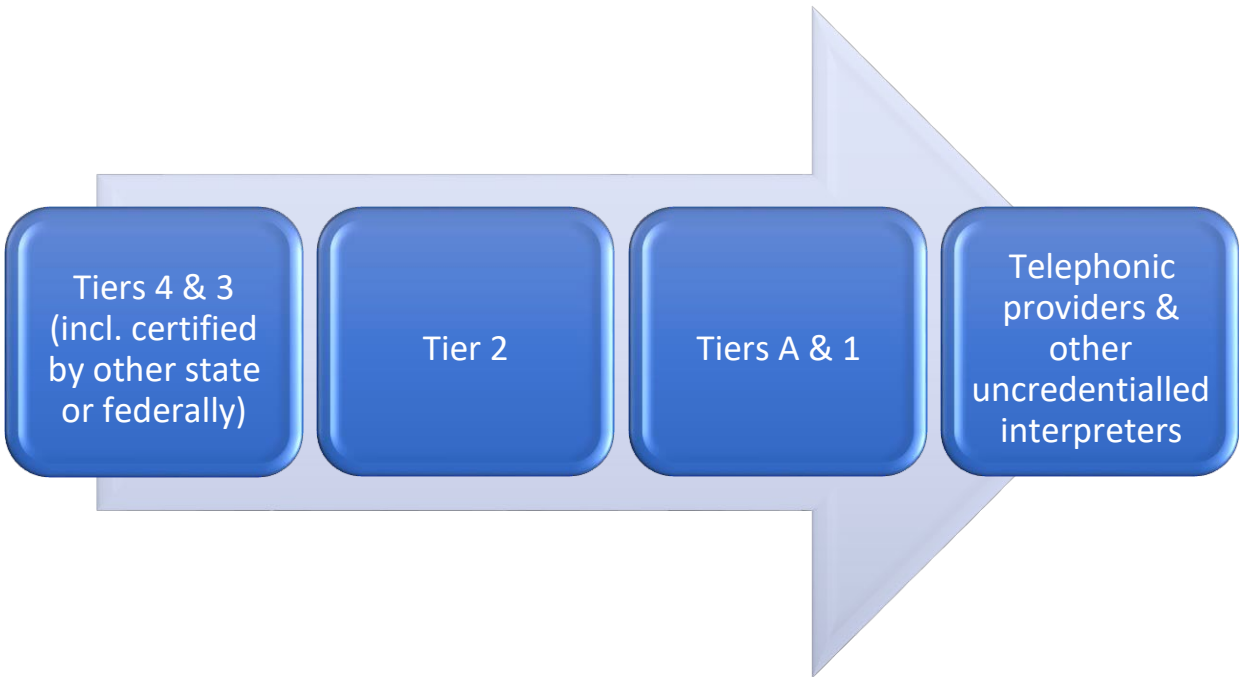
- Tier 4** The highest credentialing tier an interpreter can earn, denoting a superior command of both working languages and the requisite skills and abilities in all modes of interpreting. Interpreters at this level have successfully completed training on interpreter ethics and the Arizona court system, language assessments in English and the relevant working language (e.g., Spanish, Korean, etc.), and earned scores of at least 80% on all sections of the Oral Court Interpreting Exam.
- Tier 3** This tier denotes an interpreter that is fully competent in all modes of interpreting. It is the minimum level of credential required of interpreters in staff positions in the court. Tier 3 interpreters must successfully complete all testing and training elements described above for Tier 4 with scores of at least 70% on all sections of the Oral Court Interpreter Exam.
- Tier 2** Denotes an interpreter skilled in the three modes of interpreting and having completed all testing and training elements described above with scores of at least 60% on all sections of the Oral Court Interpreter Exam.
- Tier A** This tier is reserved for interpreters of languages without an available Oral Court Interpreter Exam and whose interpreting skills, therefore, cannot be evaluated by ACICP. Interpreters at this tier have successfully completed training on interpreter ethics and the Arizona court system, passed the English language assessment, and demonstrated superior command of the relevant working language (e.g., Italian, Japanese, etc.).
- Tier 1** This is the lowest, introductory tier of interpreter credentialing offered by ACICP. Interpreters at this level have completed the same elements described above for Tier A with an advanced command of the relevant working language. Tier 1 interpreters' skills have either not yet been evaluated or failed to earn scores on the Oral Court Interpreter Exam sufficient to achieve and/or maintain the more advanced tiers above.

In-Court & Court-Ordered Hearings, Events, Programs, And Services

For all in-court and court-ordered hearings, events, programs, and services, the court will employ interpreters in accordance with AO 2016-02 and the related *Guidance to Courts Regarding the "Preference" Requirement in A.O. 2016-02* issued by the Court Interpreter Program Advisory

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Committee. These authorities make it incumbent upon the court to ensure interpreters assigned to matters for the court are appropriately skilled and competent, considering the totality of the court’s responsibilities, the rights of limited English proficient parties and court customers, and the nature and complexity of the hearing or event. In general, the court will demonstrate preference for credentialed interpreters at the highest available level as shown in the following illustration, read from left to right:



The timing of notification of interpreter needs and the availability of resources may result in deviations from the guidelines above, however, the overall goal is to provide the best services possible to ensure meaningful access to the court’s hearings, events, programs, offices, etc. To this end, the court will ensure its personnel responsible for staffing interpreted events use and have access to the Arizona Court Interpreter Listserv and the [Arizona Court Interpreter Registry](#).

As with uncredentialed interpreters, providers of remote interpreting services such as Language Line and similar vendors are not credentialed by ACICP or any other entity. As such, the court must consider these options as “last lines of defense” only. These will not be used as the court’s first or only available option, with the exception of emergent hearings and events for which no other viable options, including a continuance, are reasonably available to the court.

For the Deaf and Hard of Hearing, the court will make reasonable accommodations, including the provision of qualified interpreters, pursuant to federal and state statute and the Rules of the Arizona Commission for the Deaf and Hard of Hearing.

Public Counter, Phone Calls, and Interactions with Clerk of Court and Other Court Offices

In no event will a member of the public be turned away from the court due to the inability to speak, read, or write English fluently. Court staff must provide language assistance as needed to provide proper customer service in accordance with the Arizona Code of Judicial Administration §1-303 (Code of Conduct for Judicial Employees). This responsibility shall not be shifted to the court user/customer, their friends or family, other interested parties or members of the public.



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For routine public assistance, interactions, and services; general legal information; payment transactions; forms assistance (scribing); etc., the court will ensure meaningful language access using the following resources:

1. Staff interpreters
2. Bilingual staff
3. Freelance interpreters (individuals or agencies)
4. Remote/telephonic providers (LanguageLine or similar)
5. Language ID cards to identify an individual's language.

Interactions By the Public with Attorneys at the Courthouse:

It is the responsibility of the attorney, both prosecutors and defense counsel, whether appointed or retained, to take reasonable steps to ensure meaningful access to their services for individuals with limited-English proficiency (e.g. meetings between LEP defendants and their defense attorney and/or opposing counsel, victim/witness meetings with the prosecution and/or opposing counsel, etc.). While it is not the court's responsibility to do so, the Scottsdale City Court may provide language assistance resources for these encounters as a courtesy. The Scottsdale City Court provides this courtesy assistance as follows:

- LEP's who have been flagged in the Court's Case Management system as requiring interpreter services will be assigned to the Spanish Court interpreter or Contract interpreter depending on language need and interpreter availability.
- The Scottsdale City Court employs full time Spanish Court interpreter who will assist Spanish speaking LEP's when informed of their need.

This courtesy assistance may not be available at all times and shall not be construed as creating a right to such assistance or responsibility it be provided.



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Language Access to Court Services Complaint Form

The court may be required to provide interpreters at no cost for court users, including litigants, victims, and witnesses who do not speak English as their primary language and who have a limited ability to read, speak, write, or understand English. If you believe you have not been provided effective language assistance for any court or probation proceeding or other service provided by the court, please complete this form and return it to:

_____ (Address of Court)

The submission of a complaint will NOT affect the outcome of any court matter. The court will address your concerns within a reasonable time not exceeding 30 days after submission of this form.

THIS FORM IS AVAILABLE IN OTHER LANGUAGES UPON REQUEST.

Please Complete:

Today's Date: _____

First Name: _____ Last Name: _____

Address: _____ City/State/Zip: _____ / _____ / _____

Home Telephone: (_____) _____ - _____ Mobile Phone: (_____) _____ - _____

Email Address: _____

Primary Language: _____

Date of Incident: _____

What problem did you have with language assistance?

- The court did not provide an interpreter
- The interpreter did not interpret correctly or did not speak my language
- other – please describe:

Section 601 of Title VI of the Civil Rights Act of 1964, 42 U.S.C. 2000d states that "No person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance."



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FORMULARIO DE QUEJA Servicios de Traducción e Interpretación

Para garantizar la participación en las diligencias y los servicios judiciales, se le proveerá un intérprete sin costo alguno a las personas tales como litigantes, víctimas, ofendidos y testigos que no hablen el inglés como idioma principal o a aquellos que no sepan escribir, leer, entender o hablar el inglés. Si Ud. cree que no le han facilitado servicios de interpretación en el tribunal, o para gozar de los servicios de régimen a prueba, por favor, llene este formulario y envíelo a: _____

(Nombre del Tribunal)

Ninguna causa pendiente se verá afectada por haber sometido una queja. Este tribunal tratará de abordar su queja en un plazo de 30 días después de haberla sometido.

PUEDE OBTENER ESTE FORMULARIO EN OTROS IDIOMAS SI LO SOLICITA

LLENE LOS ESPACIOS EN BLANCO:

Fecha: _____

Nombre: _____

Apellido(s): _____

Dirección: _____

Ciudad/Estado/C. P.: _____/_____/_____

Teléfono: (_____) _____ - _____

Celular: (_____) _____ - _____

Correo electrónico: _____

Idioma principal: _____

¿En qué fecha sucedió el incidente? _____

Explique cuál fue el problema:

- El tribunal no me proporcionó un intérprete
- El intérprete no interpretó de manera adecuada o no hablaba mi idioma.
- Otro motivo; anote los detalles:

La fracción 601 del Título VI de la Ley de Derechos Civiles de 1964, 42 U.S.C. 2000d reza lo siguiente: "A ninguna persona presente en los Estados Unidos se le privará del derecho de participar, ni se le negarán beneficios, ni estará sujeta a la discriminación debido a su raza, etnia u origen, de ningún programa o actividad que reciba fondos federales."