

Rhode Island Judiciary - Office of Court Interpreters (OCI)

Language Assistance Complaint

The Rhode Island Judiciary is committed to providing the best possible service to all individuals needing interpreter services as governed by Rhode Island Supreme Court Executive Order 2012-05. Should you have a complaint about the provision of language services, the complaint process set forth in Paragraph I provides that any person aggrieved by an alleged violation of the Executive Order in a court proceeding or operation may file an administrative complaint with the Office of Court Interpreters (OCI).

Please complete the following form to file a complaint. All answers are not required, but it is helpful if you are as specific as possible when answering. If you need more space for any section of the complaint, you may use additional sheets. Send your complaint to the OCI at the below address. Upon receipt, a copy of the complaint will be forwarded to the administrator of the Court where the alleged incident occurred, and to the State Court Administrator or his or her designee. The OCI will have an opportunity to provide further information and the complaint will be reviewed and responded to by the State Court Administrator, or his or her designee, within thirty (30) days of receipt. No court personnel may retaliate against any person filing a complaint or assisting in the investigation or resolution of a complaint.

Name:		Today's Date:	
Address:			
Phone:		Email:	
Date Incident Occurred:		Approximate Time Incident Occurred: ____ AM ____ PM	
Location:	<input type="checkbox"/> Providence County	<input type="checkbox"/> Kent County	<input type="checkbox"/> Washington County
	<input type="checkbox"/> Newport County	<input type="checkbox"/> Other:	
Court:	<input type="checkbox"/> Supreme	<input type="checkbox"/> Superior	<input type="checkbox"/> Family
	<input type="checkbox"/> District	<input type="checkbox"/> Traffic Tribunal	<input type="checkbox"/> Workers' Compensation
<input type="checkbox"/> Other (Clerk's Office, public area, etc.):			
Courtroom #:		Judge:	
This was a: <input type="checkbox"/> Criminal matter <input type="checkbox"/> Civil matter <input type="checkbox"/> Other: <input type="checkbox"/> Unknown			
Language services needed in: <input type="checkbox"/> Spanish <input type="checkbox"/> Portuguese <input type="checkbox"/> Cape Verdean <input type="checkbox"/> Other:			
Name of interpreter (<i>if applicable</i>)			
Please describe the incident in detail and the basis for your complaint:			
Were there any witnesses? If so, please list the name(s) and contact information:			
Did you discuss this matter with court staff? <input type="checkbox"/> No <input type="checkbox"/> Yes		If yes, with whom and when?	
Signature:			
Send a copy of this form to: Susana E. Torres, Office of Court Interpreters, 250 Benefit Street, Providence RI 02903 or via email at interpreterfeedback@courts.ri.gov			