

First Judicial District Language Access Plan - Complaint Procedure

Should a court client/customer feel that his/her rights to meaningful language access have not been met by the Court, the following procedure may be followed to register a complaint:

1. The person with the complaint (the complainant) should contact the First Judicial District Language Access Coordinator to report the complaint by completing and submitting the attached Language Access Complaint Form.

Contact information:

Elizabeth McCarrick, FJD Language Access Coordinator

215-683-8000

languageaccesscoordinator@courts.phila.gov

2. If the complainant does not believe that their concerns have been adequately addressed or resolved with the First Judicial District language access coordinator, the complainant should contact the Coordinator for Court Access at the Administrative Office of the Pennsylvania Courts, (AOPC).

Contact information: Mary Vilter, Esq., 1515 Market Street, Suite 1414, Philadelphia, PA 19102, phone: 215.560.6300, fax: 215.560.5485, mary.vilter@pacourts.us.

3. The complainant may also, at any time in this process, contact the United States Department of Justice.

Contact information: Federal Coordination and Compliance Section, Civil Rights Division, United States Department of Justice, 950 Pennsylvania Avenue NW, Washington, D.C. 20530, (888) 848-5306 or (202) 307-2678 (TDD).

First Judicial District Language Access Complaint Form

The First Judicial District is committed to providing services to all members of the community it serves, regardless of their ability to speak English, in compliance with Title VI of the Civil Rights Act of 1964, PA Act 172 of 2006, and the Regulations Governing Court Interpreters implemented by the Pennsylvania Supreme Court. If you feel you have been denied services because of the language you speak, please complete this form and bring it or send it to the court as indicated.

The following information is necessary to assist us in processing your complaint. Should you require assistance in completing this form, please contact us at:

First Judicial District: Elizabeth McCarrick, Language Access Coordinator

1. Name of person filing complaint (the complainant):

2. What language do you prefer to communicate in:

3. Complainant's Address:

4. Complainant's Contact Information:

Home Phone:

Work Phone:

Mobile Phone:

E-mail:

5. If you are filing on behalf of another person, please include your name, address, phone number, and relation to the complainant:

Name:

Address:

Phone:

E-mail: