



**PLEASE KEEP A COPY OF YOUR COMPLAINT AND ANY ATTACHMENTS THAT YOU SUBMIT TO OUR OFFICE. WE DO NOT RETURN YOUR DOCUMENTS TO YOU**

*PLEASE NOTE: Although this form is “fillable,” it cannot be submitted online. Those submitting this form must print the filled form and send it in by mail, by hand, or by email as a pdf attachment.*

The Louisiana Supreme Court  
Office of Language Access  
1555 Poydras Street Ste. 1550  
New Orleans, LA 70112  
Telephone: (504) 556-9804  
Email: [ola@lasc.org](mailto:ola@lasc.org)

### **Language Access Complaint**

Federal and State Law requires Louisiana courts to provide limited English proficient individuals with meaningful access services. The Office of Language Access is charged with the responsibility of investigating complaints related to court interpreters and language access services.

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#### PART A: COMPLAINT INFORMATION

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1. Today's Date:
2. Your name:
3. Preferred language for oral communications:    English    Spanish    Vietnamese    Other:
4. Preferred language for written communications:    English    Spanish  Vietnamese    Other:
5. How can we contact you for more information?    Email    Telephone    Mail
6. This complaint is for:    Me    Another person
7. Person's name filing the complaint (not required):
8. What happened?

I needed an interpreter but did not get one.

The court case or service was delayed or rescheduled because there was no interpreter.

The interpreter was not certified.

The interpreter did not do a good job.

No signs about the right to an interpreter.

The information I needed in writing was not translated.

I was treated unfairly because of my limited English language.

I was told to bring my own interpreter.

Other:

9. Where did this happen? List the name of the court and the parish or municipality. For example: 62<sup>nd</sup> District Court, Thomasville (St. Pellegrin Parish)

If you do not know the name of the court, please provide as much information as possible:

Louisiana District Court

Louisiana Appellate Court

Louisiana Supreme Court

Family Court

Courtroom, hearing room, or other room

Court Services Office

10. Case number (if known):

11. Date of problem (if known):

12. Please provide any additional information such as the name of the interpreter, judge, or employee who treated you unfairly below or on the back.

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## PART B: ADDITIONAL INFORMATION ON COMPLAINT

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The Louisiana judiciary is committed to providing persons of limited English proficiency (“LEP”) with meaningful access to court programs and activities.

Title VI of the Civil Rights Act of 1964 requires courts to take reasonable steps to provide meaningful access to a limited English proficient party in interest in court proceedings and court operations.

You have a right to complain if you had a problem getting court services because you do not speak English well.

No action will be taken against you for making a complaint.

How can I make a complaint? You can follow any of these steps:

- 1. Give this form to a court employee.**
- 2. Contact the Deputy Judicial Administrator – Language Access Coordinator at the Office of Language Access.**

Brian Wiggins  
400 Royal St., Ste. 1190  
New Orleans, LA 70130  
[ola@lasc.org](mailto:ola@lasc.org)

- 3. Contact the United States Department of Justice (DOJ).**

Federal Coordination and Compliance Section  
Civil Rights Division  
U.S. Department of Justice  
950 Pennsylvania Ave.,  
N.W. Washington, D.C. 20530  
1-888-848-5306 and [FCS.CRT@usdoj.gov](mailto:FCS.CRT@usdoj.gov)