



## Interpreter and Interpretation Services Complaints-Virginia Judicial System

The Virginia Judicial System is committed to ensuring meaningful access to court proceedings and services for individuals with limited English proficiency. Interpreter services are provided at no cost when required.

Complaints may relate to:

- The performance, conduct, professionalism, or accuracy of a **specific interpreter**, and/or
- The **availability, denial, timeliness, or quality of interpretation services** provided by the court.

### 1. Filing a Complaint

Any individual who has a concern regarding interpretation services may submit a complaint by completing the [Complaint Form](#).

The form may be submitted by email or mail, as indicated on the form, to the **Foreign Language Services Coordinator, Department of Judicial Services**. Complaints should include, to the extent available:

- The complainant's name and contact information
- The date and location of the court service or proceeding
- The name of the interpreter, if the complaint concerns a specific interpreter
- A detailed description of the concern, including whether the issue relates to:
  - Interpreter conduct or performance, or
  - Interpretation services generally, including whether services were provided, denied, delayed, or inadequate

Anonymous complaints may be reviewed; however, providing contact information allows for follow-up and a more complete review.

### 2. Interpreter Notification and Response (When Applicable)

If a complaint concerns a **specific interpreter**, the interpreter will be provided with a copy of the complaint and given **15 calendar days** to submit a written response. If no response is received within the allotted timeframe, the complaint may be reviewed based on the information available.

During the review process, the **Foreign Language Services Division** may:

- Allow the interpreter to continue receiving assignments, or
- Temporarily restrict the interpreter's eligibility to accept court assignments, depending on the nature of the allegations.

### **3. Review and Evaluation**

The **Foreign Language Services Division** will review each complaint carefully and as promptly as possible. The scope of the review will depend on the nature of the complaint and may include:

- Review of written submissions and documentation
- Interviews with the complainant, interpreter (if applicable), and court personnel
- Review of audio recordings or other records, if available
- Assessment of court procedures related to language access requests and service delivery

Factors considered may include:

- The seriousness of the issue raised
- Any impact on access to justice or court proceedings
- Whether the concern reflects an isolated incident or a broader service issue
- Any mitigating or aggravating circumstances

### **4. Determination and Follow-Up**

After completing the review, the **Foreign Language Services Division** will determine whether corrective or remedial action is appropriate.

Possible outcomes may include, but are not limited to:

- No action required
- Recommendations to improve interpretation services or court procedures
- Required training or corrective action for an interpreter
- Temporary suspension or removal of an interpreter from court assignments

The complainant will be notified of the findings and whether corrective or remedial action will be taken, as appropriate. When applicable, the interpreter will also be notified of the outcome.

### **Our Commitment**

The Virginia Judicial System takes all concerns related to language access seriously and is committed to improving interpretation services to ensure fair and equal access to justice.