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**Pinal County Superior Court  
Pinal County Limited Jurisdiction Courts**

**Language Access Plan (LAP)**

**I. Legal Basis and Purpose**

This document serves as the plan for the Pinal County Superior Court, the Justice of the Peace precincts and the Municipal Courts in Pinal County in so far as they are on site with the covered Justice of the Peace Precincts to provide to persons with limited English proficiency (LEP) services that are 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 with the Pinal County Superior 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.

This plan will cover the following entities: Pinal County Superior Court, to include the separate office of the Clerk of the Superior Court with its Satellite offices, the Justice of the Peace precincts in the following cities: Apache Junction, Casa Grande, Eloy, Florence, Mammoth, Maricopa, Oracle, Superior and Kearny, and the Municipal courts which are on-site with the Justice of the Peace precincts, Conciliation Court Services as well as the Juvenile and Adult Probation Departments in this Jurisdiction.

**II. 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 Census report dated April 2010):

1. Spanish
2. Navajo
3. Chinese
4. Vietnamese

**B. Pinal County Superior Court, Justice of the Peace Precincts and Municipal Courts (only those on-site with JP Courts) in Pinal County.**

44 The Pinal County Superior Court and LJ courts are responsible to provide services identified in  
45 this plan to all LEP persons. The following list shows the foreign languages that are most  
46 frequently used in this court's geographic area at this time.

47

- 48 1. Spanish
- 49 2. Somali<sup>1</sup>
- 50 3. Vietnamese
- 51 4. Chinese (= Fuzhou, Mandarin, Cantonese)
- 52 5. French

53

54 This information is based on data collected from statistics kept at the Pinal County Court  
55 Interpreter's Office and is based upon the last 12 months of data collected on use of Language  
56 Interpreters in this jurisdiction.

57

58 American Sign Language (ASL) which would occupy the 2<sup>nd</sup> place of languages most used in this  
59 county is not included in the above list as the requirements to provide ASL interpreters is not  
60 only a language access issue but foremost an issue covered under the ADA (Americans with  
61 Disabilities Act).

62

63 Pinal County is a rural county with an ethnically and linguistically diverse population. The  
64 2013 census estimated an overall population of 389,350, and a 2014 estimate of 401,918 of  
65 which 29 percent is of Hispanic origin, and 1.9% are of Asian descent. While many are  
66 English speakers, some have no or little command of the English language.

67

68

### 69 **III. Language Assistance Resources**

#### 70 **A. Interpreters Used in the Courtroom**

##### 71 **1. Providing Interpreters in the Courtroom**

72

73 In the Pinal County Superior Court, the Justice of the Peace and the covered Municipal Courts,  
74 Conciliation Court, Juvenile Court Services and Adult Probation, court interpreters will be  
75 provided at no cost to ALL LEP persons including witnesses, litigants, victims, parents,  
76 guardians, and family members of minors as well as any other person whose presence or  
77 participation is necessary or appropriate as determined by the judicial officer.

78

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<sup>1</sup> Some of these numbers may only represent one party going through the court system but in an event which triggers repeated need for an interpreter for that particular language.

79 The court employs well-qualified professional interpreting staff under the supervision of a  
80 certified interpreter. Services provided are not only interpretation but also translation of  
81 documents and transcription/translation services. It is the policy of this court that an interpreter  
82 be utilized at all hearings where such services are necessary.  
83 Currently, no service gaps have been identified in the provision of interpreter services, neither in  
84 the Superior Court nor in the Justice of the Peace precincts. Court staff is aware of our services  
85 and is proactive in procuring our services, setting appointments and ensuring court events are  
86 adequately staffed with interpreters. Court ordered services are staffed as well upon the service  
87 provider's request, as well as attorney-client visits, diversion, mediation, probation interviews  
88 etc. Justice court hearings are staffed on a weekly basis with an in-person interpreter. For ad-  
89 hoc matters, telephone interpreting is used to notify the parties of another court date and/or to  
90 dispose of a matter at that time via a telephonic hearing.  
91  
92 It is the responsibility of the private attorney, Public Defender or County Attorney to provide  
93 quality interpretation and translation services for witness interviews, pre-trial transcriptions and  
94 translations and attorney/client communications during out of court proceedings.  
95

96 **2. Determining the Need for an Interpreter in the Courtroom**

97  
98 The Pinal County Superior Court, the Justice of the Peace precincts and the Municipal Courts  
99 included in this LAP plan may determine whether an LEP court customer has limited English  
100 proficiency. Identification of language needs at the earliest point of contact is highly  
101 recommended. The need for a court interpreter may be identified prior to a court proceeding by  
102 the LEP person or on the LEP person's behalf by counter staff, self-help center staff, family  
103 court services, or outside justice partners such as attorneys, juvenile or adult probation officers,  
104 CPS staff, Detention center employees, mediation services staff and the interested party either  
105 directly or indirectly through third parties.  
106 Once a party has been identified, the integrated case management software AJACS has a method  
107 to flag parties requiring an interpreter in the person management tab. Court staff and interpreter's  
108 staff are utilizing this method for identifying LEP needs.  
109  
110 Signage throughout the court buildings indicating interpreter services are available may also help  
111 to identify LEP individuals. The Pinal County Superior Court displays a sign at the entrance  
112 showing the location of the Court Interpreter's office. The interpreter's office displays the "I  
113 speak" cards, and Court Security and Clerk's counter staff will direct LEP persons toward the  
114 interpreter's office which is readily accessible to the public or available via telephone.  
115  
116 The need for an interpreter also may be made known in the courtroom at the time of the  
117 proceeding. In a case where the court is mandated to provide an interpreter, but one is not  
118 available at the time of the proceeding, even after the court has made all reasonable efforts to

119 locate one, as previously outlined in this plan, the case will be postponed and continued to a  
120 date when an interpreter can be provided.

121  
122 Agencies and attorneys coming before the courts are aware of the services provided by the  
123 Court Interpreter Staff in the Superior and Justice Courts and make full use of these services.  
124

125  
126

### 127 **3. AOC Interpretation Resources**

128

#### 129 Court Interpreter Registry and Listserv

130 The AOC maintains a statewide roster of individuals who indicate they have interpreting  
131 experience and have expressed interest in working in the courts. The court will determine the  
132 competence of the persons listed. This roster is available to court staff on the Internet at  
133 <http://www.interpreters.courts.az.gov>.

134

135 The Pinal County Superior Court Interpreters office, through many years of collaboration with  
136 other courts and on its own initiative, has created a directory of available interpreters throughout  
137 the state and beyond, to insure prompt coverage of any language need at the earliest time  
138 possible. This list is available to court staff and attorneys upon request.

139

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

144

#### 145 Video Remote Interpreting (VRI)

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

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### 156 **B. Language Services Outside the Courtroom**

157

158 The Pinal County Superior Court, the Justice of the Peace precincts and the included Municipal  
159 courts are responsible for taking reasonable steps to ensure that LEP individuals have meaningful  
160 access to all court services and programs outside the courtroom. Court services and programs  
include but are not limited to self-help centers, clerk offices, intake officers, cashiers, and records

161 room.

162 **1. Assistance to Understand Court Procedures and Policies**

163

164 Services offered by the court generally to English-speaking customers pursuant to the  
165 Employee Code of Conduct (ACJA §1-303) must also be provided to LEP litigants in their  
166 language.

167

168 **2. Assistance to Fill-out Court Forms and Pleadings**

169

170 The Courts in Pinal County will assist in the filling-out of court forms for those LEP court  
171 customers who are unable to do so either by themselves or with the assistance of  
172 another competent adult proficient in English and able to render assistance in a timely  
173 manner. Specifically, this will be accomplished by providing assistance or making  
174 appointments with the court interpreter's office, the Law Library staff or providing this  
175 assistance at the clerk's front counters via the Language Line or a bilingual staff person.  
176 The Pinal County Law Library, upon finalizing its current expansion program, will locate  
177 one court interpreter on the premises of the Law Library whose function will include  
178 providing Spanish language assistance and who will facilitate via the Language line  
179 assistance to patrons of other languages who need to complete court forms.

180

181 **3. Court-ordered Services and Programs**

182

183 The court also is responsible for taking reasonable steps to ensure that LEP individuals have  
184 meaningful access to all court-ordered services and programs. Court-ordered services and  
185 programs include but are not limited to conciliation, mediation, arbitration, treatment or  
186 educational programs provided by a court employee or a private vendor under contract with the  
187 court. Contracts with vendors that provide direct services to court users must include the  
188 requirement that the vendor provide language services, including interpreters, for all LEP  
189 individuals.

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

192

- 193 • Staff court interpreters and independent interpreter contractors;
- 194 • Bilingual employees are employed in key positions at the clerk's counter, the jury  
195 commissioner's department and Juvenile/Adult Probation. Departments with no access to  
196 bilingual staff at any given moment will contact the interpreter's office for assistance, and  
197 if no one is available, will utilize the Language Line for assistance.
- 198 • "I Speak" cards are readily available to identify the individual's primary language;
- 199 • Written information at the Law Library/Self Help Center is available in Spanish on how  
200 to access and navigate the court;
- 201 • Telephonic interpreter services, (from contract interpreters or the Language Line); and,
- 202 • A court public phone line with key instructions provided in Spanish to request court

- 203 services.
- 204 • Bilingual Kiosk (Spanish/English) in the Clerk of the Court area to assist parties at the
- 205 Clerk of the Court.
- 206 • Multilingual sign at the front information desk indicating court interpreter office location
- 207 as well as “I speak” cards and language ID posters located at the court interpreter’s
- 208 office.
- 209

210 To provide linguistically accessible services for LEP individuals, the Pinal County Superior

211 Court provides the following:

212

- 213 • Self-help center services that include bilingual self-help center staff, telephonic language
- 214 assistance in Spanish and via email.
- 215 • Written informational and educational materials and instructions in Spanish for court
- 216 forms, surveys, instructions, directives and handbooks as needed by the departments
- 217 covered under this plan.
- 218 • A network of providers of translation services for languages other than Spanish who are
- 219 able to translate key documents into the LEP’s language upon counsel’s request or court
- 220 order.
- 221 • Immediately available over-the-phone language services via Language Line.
- 222 • Website links from court’s Law Library/Self Service Center website to the
- 223 Supreme Court’s Spanish translated webpage for court forms and instructions and other
- 224 language access related resources such as the court’s LAP and complaint form and
- 225 process should be made available online.
- 226
- 227

228 The Justice and Municipal Courts, as well as Conciliation Court services, provide most court

229 forms in Spanish. Updates needed to existing forms, correspondence to and from parties are

230 expected to be emailed to the interpreter’s office for translation. The Superior Court Interpreters

231 office and the covered Municipal Courts will collaborate in this effort. Assistance for LEPs in

232 languages other than Spanish will be provided through on-site staff or via language line.

233

234 **C. Court appointed or supervised personnel**

235

236 The Pinal County Superior Court, the Justice of the Peace precincts and the included

237 Municipal courts also shall ensure that court appointed or supervised personnel,

238 including but not limited to child advocates, guardians ad litem, court psychologists and

239 doctors provide language services, including interpreters as part of their service delivery

240 system to LEP individuals.

241

242

243 **D. Translated Forms and Documents**

244

245 The Arizona courts understand the importance of translating forms and documents so that LEP  
246 individuals have greater access to the courts' services. The Pinal County Superior Court  
247 currently uses forms and instructional materials translated into Spanish, but in cases where  
248 court, counsel or probation staff determines the need for documentation to be translated into  
249 another language, the court interpreter's office is contacted to facilitate such translation  
250 requests. Juvenile court dependency petitions and plea agreements have been translated into  
251 simplified Chinese and Vietnamese in the past.

- 252
- 253 • The Pinal County Superior Court has translated the following VITAL documents into  
254 Spanish: There are a variety of forms available at the Pinal Justice courts which have  
255 been translated into Spanish, such as plea agreements, rights advisement, waiver of  
256 counsel, financial affidavit, forms for use by the Conciliation Court and Dependency  
257 court coordinators, forms for use by Victims Services to inform victims of their rights,  
258 and to provide their victim loss statements in a format they can read and understand,  
259 various forms and informational brochures for the Juvenile Detention center and Juvenile  
260 Court Services. This is continuous effort as forms change and the interpreter's office is  
261 available to assist in rendering forms for court use into the required language(s).
  - 262
  - 263 • Patrons in need of bilingual forms for Justice Courts and Superior Court are also being  
264 directed to the Supreme court's website at  
265 [www.azcourts.gov/elcentrodeautoservicio/FormulariosdeAutoservicio.aspx](http://www.azcourts.gov/elcentrodeautoservicio/FormulariosdeAutoservicio.aspx)  
266
  - 267 • Forms regularly utilized by Juvenile and Adult Probation, Victim Services, Conciliation  
268 Court Services and other court departments have been translated into Spanish and are too  
269 numerous to list here. All court departments are aware to enlist the services of the court  
270 interpreters to update these translations and provide translations of newly required  
271 materials. This is an ongoing effort as forms change and the interpreter's office is  
272 available to assist in rendering forms for court use into the required language(s).
  - 273
  - 274 • A network of providers of translation services for languages other than Spanish who are  
275 able to translate key documents into the LEP's language upon counsel's request and court  
276 order.
  - 277 • Minute entries, consent decrees, court orders and police reports, findings, orders,  
278 correspondence and other documents are regularly translated into Spanish as requested by  
279 court, counsel or the affected parties.
- 280

### 281 **1. Sight Translation**

284 The court will provide assistance so LEP persons may understand court-issued documents  
285 provided in English through sight translation or other reasonable means.  
286 Interpreters at court hearings are expected to provide sight translations of court documents and  
287 correspondence associated with the case.

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**E. WEBSITES/ONLINE ACCESS**

If a court operates an Internet website, it should ensure the website is accessible to LEP persons and will include, at a minimum:

- A notice about the availability of language services written in Spanish and posted on the home page.
- A hyperlink to the Arizona Supreme Courts' Spanish translated webpages at <http://www.azcourts.gov/elcentrodeautoservicio/FormalriosdeAutoservicio.aspx>.

Interpreters at court hearings are expected to provide sight translations of court documents and correspondence associated with the case.

**IV. Court Staff and Volunteer Recruitment**

**A. Recruitment of Bilingual Staff for Language Access**

The Pinal County Superior 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 interpreters to serve as permanent employees of the court;
- Contract interpreters on a per-diem basis to supplement interpreter staff when needed;
- Bilingual staff to serve at public counters and or self-help centers; and
- Bilingual staff available on call to assist with contacts from LEP individuals, as needed.

**B. Recruitment of Volunteers for Language Access**

The Pinal County Superior Court at this time does not have a volunteer program for Language Access. However, interested parties are encouraged to observe court proceedings accompanying a staff interpreter to become informed about the career opportunity as staff time permits. Requests are to be made to the Chief Interpreter (Language Access Coordinator), who will assign interested parties to available staff for observation.

**V. Judicial and Staff Training**

The Pinal County Superior Court is committed to providing language access training opportunities for all judicial officers and staff members. Training and learning opportunities currently offered will be expanded or continued as needed. Those opportunities include:

- Diversity Training;
- AOC's Language Access in the Courtroom Training DVD;



- 328 • AOC's Language Access online Video
- 329 • Cultural competency training;
- 330 • Staff attendance specific for Spanish interpreters, provided by the court in partnership
- 331 with local colleges and institutions to offer these classes on site and free to employees on
- 332 court time, or through tuition reimbursement;
- 333 • New employee orientation training;
- 334 • Judicial officer orientation on the use of court interpreters and language competency.
- 335 • The Pinal County Interpreters office has developed training materials on the use of court
- 336 interpreters for attorneys and judges and can be contacted for training requests regarding
- 337 Language Access and Working with Interpreters.
- 338
- 339

340 **VI. Public Outreach and Education**

341 **A. General**

342 To communicate with the court's LEP constituents on various legal issues of importance to the  
343 community and to make them aware of services available to all language speakers, the Pinal  
344 County Superior Court will provide community outreach and education when the opportunity  
345 arises to address public groups through meetings or press releases.

346 **B. Videos, Webinars, On-line Classes, In-person Classes and Other Similar**  
347 **Instructional Methods**

348  
349  
350 New public-facing videos designed to assist litigants or the public more broadly shall be in  
351 English and Spanish.

352  
353 Those videos, webinars, and instructional materials currently in existence which are deemed to  
354 be "vital" shall be made available in Spanish.

355  
356 The court will determine whether any existing videos, webinars, and instructional materials  
357 should be made available in languages other than English and Spanish by considering the  
358 Department of Justice's four-factor analysis.

359  
360  
361 **VII. Formal Complaint Process**

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363 If an LEP court customer believes meaningful access to the courts was not provided to them,  
364 they may choose to file a complaint with the Language Access Coordinator or the Court  
365 Administrator. Complaint forms in 4 languages and English are attached to this Language Access  
366 plan and were provided by the AOC.

367

- 368 • Forms posted on the court's website at [www.cosecpinalcountyaz.gov](http://www.cosecpinalcountyaz.gov) as well as the
- 369 court interpreter's website.
- 370 • Hard copy forms available at public counters
- 371 • The court will respond to any complaint within 30 days and the records will be
- 372 maintained as public records.
- 373 • The complaint may be filed as follows:
- 374 - Drop off at the Office of the Senior Court Interpreter on the 2<sup>nd</sup> floor.
- 375 - Email the completed form to [SMichael@courts.az.gov](mailto:SMichael@courts.az.gov) or
- 376 [OApodaca@courts.az.gov](mailto:OApodaca@courts.az.gov)
- 377 - Mail the completed form to either Senior Court Interpreter, P.O. Box 1140,
- 378 Florence, AZ 85132 or to Court Administration, P.O. Box 1748, Florence, AZ
- 379 85132.
- 380 - Contact the Court interpreter's office on the 2<sup>nd</sup> floor to request assistance in
- 381 filling out the form either via staff or via the Language Line
- 382 - Complaints received at the Justice Court/Municipal Court Level and at any
- 383 other department should be directed to the Superior Court at the information
- 384 above.
- 385
- 386 • The court has attached the complaint form (English/Spanish/Vietnamese/Arabic)
- 387 to the LAP. In the alternative, the complaint forms may be located at:
- 388 <http://pinalcountyaz.gov/Judicial/Interpreters/pages/LAPComplaintForms.aspx>
- 389 • The court will ensure the translated versions of the complaint form are available
- 390 in multiple locations, including, but not limited to:
- 391 ○ Forms posted on the court's website and
- 392 ○ Hard copy forms available at public counters.
- 393
- 394

395 **VIII. Public Notification and Evaluation of LAP**

396 **A. LAP Approval and Notification**

398 The Pinal County Superior Court's LAP is subject to approval by the presiding judge and court  
399 executive officer. Upon approval, please forward a copy to the AOC Court Services Division.  
400 Any revisions to the plan will be submitted to the presiding judge and court executive officer for  
401 approval, and then forwarded to the AOC. Copies of Pinal County Superior Court's LAP will be  
402 provided to the public on request, all agencies named in this LAP should provide the link below  
403 on their individual websites for easy access to the policy.  
404 <http://pinalcountyaz.gov/Judicial/Interpreters/pages/LanguageAccessPlan.aspx>

405

406 **B. Evaluation of the LAP**

407

408 The Pinal County Superior Court will routinely assess whether changes to the LAP are needed.  
409 The plan may be changed or updated at any time but reviewed not less frequently than once a  
410 year.

411  
412 Each year in December, the court's Chief Interpreter/Language Access Coordinator in  
413 conjunction with the Court Administrator will review the effectiveness of the court's LAP and  
414 update it as necessary. The evaluation will include identification of any problem areas and  
415 development of corrective action strategies. Elements of the evaluation will include :

- 416  
417
- 418 • Number of LEP persons requesting court interpreters/ language assistance
  - 419 • Assessment of current language needs to determine if additional services or translated  
420 materials should be provided;
  - 421 • Solicitation and review of feedback from LEP communities within the county;
  - 422 • Assessment of whether court staff adequately understand LEP policies and procedures  
423 and how to carry them out;
  - 424 • Review of feedback from court employee training sessions; and,
  - 425 • Customer satisfaction feedback as indicated on the access and fairness survey, if  
426 administered by the court during this time period.
  - 427 • Review any language access complaints received during this time period.
- 428  
429

430 **C. Trial Court Language Access Plan Coordinator:**

431 Sabine Michael  
432 Senior Court Interpreter/Law Librarian  
433 Superior Court in Pinal County  
434 P.O. Box 1140  
435 Florence, AZ 85132  
436 Email: [SMichael@courts.az.gov](mailto:SMichael@courts.az.gov)  
437 Phone: (520) 866-5421

438  
439 **D. AOC Language Access Contact:**

440 David Svoboda  
441 Court Services Division  
442 Administrative Office of the Courts  
443 1501 W. Washington Street, Suite 410  
444 Phoenix, AZ 85007  
445 (602) 452-3965, [dsvoboda@courts.az.gov](mailto:dsvoboda@courts.az.gov)

446  
447 **E. LAP Effective date: February 15, 2017**

448  
449 **F. Approved by:**

450



Presiding Judge: Hon. **Stephen F. McCarville**

Date: [ 2/15/2017 ]

451

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453

Administrative Director: **Todd Zweig**

Date: [ 2/15/2017 ]

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PINAL COUNTY SUPERIOR COURT  
(Court Name)

**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: Court Administrator, P.O. Box 1748, Florence, AZ 85132  
(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."

PINAL COUNTY SUPERIOR COURT  
(Nombre del Tribunal)

**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: Court Administrator, P.O. Box 1748  
Florence, AZ 85132

*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:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

PINAL COUNTY SUPERIOR COURT

(法庭名称)

对法庭所提供其他语言(非英语)翻译服务不满意投诉表格

法庭有必须为当事人,受害者和证人等不说英语为第一语言的民众,或者在阅读,口讲,书写或理解英语能力有限的民众,提供免费翻译服务.如果你认为你在任何法庭事务或缓刑诉讼过程中,未曾接受到有效的语言协助,请填写此投诉表格并提交(下面法庭地址):

Court Administrator, P. O. Box 1748, Florence, AZ 85132

(法庭地址)

提交此投诉表格,于任何正在法庭处理的事务,对其结果不具任何影响  
法庭将于此表格提交后一段合理的时间内,但不会超过 30 天,处理你的顾虑

此表格可按要求于其他语言提供

请填写好:

今天日期: \_\_\_\_\_

名: \_\_\_\_\_

姓: \_\_\_\_\_

地址: \_\_\_\_\_

城市/州/邮编 \_\_\_\_\_ / \_\_\_\_ / \_\_\_\_\_

住宅电话号码: (\_\_\_\_\_) \_\_\_\_\_ - \_\_\_\_\_

移动电话号码: (\_\_\_\_\_) \_\_\_\_\_ - \_\_\_\_\_

电子邮件: \_\_\_\_\_

第一语言: \_\_\_\_\_

事故日期: \_\_\_\_\_

你遇到了些什么有关语言辅助的问题?

法庭没有提供翻译员

翻译员的翻译不正确或不讲我的语言

其他,请说明:

\_\_\_\_\_  
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1964 年的民权法案,第六章第 601 段 42 U. S. C. 2000d 规定,“在美国,没有人可以基于种族,肤色或原有国籍的理由,在联邦政府经济支援的项目或活动中,被排除参与,或被拒绝接受得到福利,或于活动中受到歧视。”

**PINAL COUNTY SUPERIOR COURT**

(اسم المحكمة)

الوصول إلى خدمات اللغة لدى المحكمة نموذج الشكوى

قد يطلب من المحكمة توفير المترجمين الفوريين دون أية تكلفة لمستخدمي خدمات المحكمة ، بما في ذلك المتقاضين والضحايا والشهود الذين لا يتكلمون اللغة الإنجليزية كلغة أساسية ، والذين لديهم قدرة محدودة على القراءة أو التحدث أو الكتابة أو فهم اللغة الإنجليزية . إذا كنت تعتقد أنك لم تلقى مساعدة لغوية فعالة لأية إجراء ات المحكمة أو إجراء ات المرافقة أو خدمة أخرى تقدمها المحكمة ، يرجى ملء هذا النموذج وإعادته إلى :

**Court Administrator, P. O. Box 1748, Florence, AZ 85132**

(عنوان المحكمة)

وتقديم شكوى لن يؤثر على نتائج أية مسألة لدى المحكمة .

فإن المحكمة تعالج المغارف الخاصة بك في غضون فترة زمنية معقولة لا تتجاوز ثلاثين يوما بعد تقديم هذا النموذج :  
هذا النموذج متوفر في لغات أخرى عند الطلب

يرجى الاكمال :

تاريخ اليوم : \_\_\_\_\_

الاسم الأول : \_\_\_\_\_

اسم العائلة : \_\_\_\_\_

الطون : \_\_\_\_\_

المدينة / الدولة / الرمز البريدي : \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_

هاتف المنزل : ( \_\_\_\_\_ ) \_\_\_\_\_ - \_\_\_\_\_

الهاتف المحمول : ( \_\_\_\_\_ ) \_\_\_\_\_ - \_\_\_\_\_

عنوان البريد الإلكتروني : \_\_\_\_\_

اللغة الأساسية : \_\_\_\_\_

تاريخ الحادث : \_\_\_\_\_

ما هي المشكلة التي واجهتها بمساعدة اللغة ؟

المحكمة لم توفر مترجم

لم يترجم المترجم بشكل صحيح أو لم يتكلم لغتي

غيره - يرجى الوصف

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PINAL COUNTY SUPERIOR COURT

(Tên Tòa Án)

Mẫu Đơn Khiếu Nại về Việc Tiếp Cận Ngôn Ngữ cho Dịch Vụ Tòa Án

Tòa án có thể được yêu cầu phải cung cấp các thông dịch viên miễn phí cho những người sử dụng dịch vụ của tòa án/những người tham gia phiên tòa], bao gồm các đương sự, nạn nhân và nhân chứng không nói Tiếng Anh như là ngôn ngữ chính của họ và là những người bị hạn chế khả năng nghe, nói, đọc, viết hoặc hiểu Tiếng Anh. Nếu quý vị tin rằng quý vị chưa được cung cấp dịch vụ hỗ trợ ngôn ngữ hiệu quả ở bất kỳ thủ tục tố tụng nào của tòa án, quản chế hoặc dịch vụ khác được tòa án cung cấp, vui lòng hoàn thành đơn này và gửi lại cho:

Court Administrator, P. O. Box 1748, Florence, AZ 85132
(Địa Chỉ của Tòa Án)

Việc nộp đơn khiếu nại sẽ KHÔNG ảnh hưởng đến kết quả của bất kỳ vấn đề nào được giải quyết tại tòa án. Tòa án sẽ giải quyết các vấn đề quan ngại của quý vị trong khoảng thời gian hợp lý không quá 30 ngày sau khi nộp đơn này.

ĐƠN NÀY ĐƯỢC CUNG CẤP BẰNG CÁC NGÔN NGỮ KHÁC THEO YÊU CẦU.

VUI LÒNG ĐIỀN ĐẦY ĐỦ THÔNG TIN:

Ngày Hôm Nay: \_\_\_\_\_

Tên: \_\_\_\_\_ Họ: \_\_\_\_\_

Địa Chỉ: \_\_\_\_\_ Thành Phố/Tiểu Bang/Zip: \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_

Số Điện Thoại Nhà: (\_\_\_\_) \_\_\_\_\_ - \_\_\_\_\_ Số Điện Thoại Di Động: (\_\_\_\_) \_\_\_\_\_ - \_\_\_\_\_

Địa Chỉ Email: \_\_\_\_\_

Ngôn Ngữ Chính: \_\_\_\_\_

Ngày Xảy Ra Sự Việc: \_\_\_\_\_

Quý vị gặp vấn đề gì với việc hỗ trợ ngôn ngữ?

- Tòa án không cung cấp thông dịch viên
Thông dịch viên không thông dịch chính xác hoặc không nói ngôn ngữ của tôi
Vấn đề Khác - vui lòng nêu rõ:

Blank lines for additional information.

Mục 601 của Tiêu Đề VI, Đạo Luật Dân Quyền năm 1964, 42 U.S.C. 2000d quy định: "Không người nào ở Hoa Kỳ không được tham gia, bị từ chối quyền lợi, hoặc bị phân biệt đối xử theo bất kỳ chương trình hoặc hoạt động nào nhận hỗ trợ tài chính từ liên bang trên cơ sở chủng tộc, màu da hoặc nguồn gốc quốc gia."

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