



New York State Office of Children and Family Services
Special Investigations Unit
52 Washington St. West Bldg.151A, Rensselaer, NY 12144
518-474-9478 info@ocfs.ny.gov

Language Access Complaint Form

New York State's language access policy requires certain public-facing agencies to offer interpretation services in any language and to translate important documents into at least the top ten most common non-English languages in the state. If you have had trouble with our agency's language access services, you may complete and submit this complaint form using the contact information provided above. All personal information in your complaint will be kept confidential.

1. Complainant: First name: Last name: Zip code:
I prefer not to provide my name. Preferred language(s): Phone number: E-mail address:
Is someone else helping you file this complaint? No Yes
2. What language(s) did you need services in?
3. What was the problem? Check all the boxes that apply and explain below.
I was not offered an interpreter
I asked for an interpreter and was denied
The interpreter's skills were not good
The interpreter made rude or inappropriate comments
I waited for too long for an interpreter
I was not given forms or notices in a language I can understand
Other (explain)
4. When did this incident happen? Date (MM/DD/YYYY): Time: AM PM
Where did this incident happen? Over the phone In-person Provide address:
5. Describe what happened. Be specific and provide as much detail as possible.
6. Did you complain to anyone from the Department/Agency? If yes, include who you spoke with and what their response was.
Print Name: Date (MM/DD/YYYY):
(Person making the complaint)
Do not write in this box. For office use only.
Date: Reviewer:
Resolution: