

Interpreter Complaint Process Overview

For detailed information on complaint process, please refer to Licensure rules by clicking here:

https://apps.azsos.gov/public_services/Title_09/9-26.pdf and refer to R9-26-301.

Who can file a complaint?

- An individual for whom interpreting is provided
- A person having a personal or professional interest in the incident specified in the complaint
- A person having reason to believe that interpreting was provided by an individual who is not licensed by the Commission and not exempt from licensure rules under A.R.S. §36-1971 (C).

How do I know the interpreter violated the rules or Code of Professional Conduct (CPC)?

- Review licensure rules to see if the rules you believe the complaint may be a violation.
- Review the Code of Professional Conduct established by the Registry of Interpreters for the Deaf (RID). The CPC can be found on RID's website at this link: <https://www.rid.org/ethics/code-of-professional-conduct/>

What does the complaint process look like?

1. The Licensing and Certification Coordinator receives complaint and will confirm receipt of complaint with Complainant. The complaint is submitted in either English writing or American Sign Language (ASL) video.
2. A complaint is acted upon by the Licensing and Certification Coordinator within 5 to 7 business days.
 - Licensing and Certification Coordinator will review complaint to understand the nature of the complaint.
 - The Coordinator will contact the complainant if there are any additional questions of the complaint.
3. The Coordinator will notify the Licensee of the complaint.
 - Licensee will have 10 business days to respond to the complaint.
4. Licensing and Certification Coordinator receives response from Licensee. Upon reviewing the response, the Coordinator will begin investigation.
 - Coordinator will develop questions for more specific information either to the Complainant or Licensee or both.
 - If Witness is identified, they will also be contacted with questions.
 - Complainant, Licensee, or witness has 10 days to respond to Coordinator's questions.
 - If no questions are needed, the Coordinator will summarize and prepare report for upcoming board meeting.
 - *If Licensee does not respond, the Coordinator will summarize and prepare report for upcoming board meeting to determine next step action.*

5. Licensing and Certification Coordinator receives responses from Complainant, Licensee or witness.
 - If more follow up questions are needed, then Coordinator will contact the party for more information. The party will also have 10 business days to respond.
 - If no questions are needed, the Coordinator will summarize and prepare report for upcoming board meeting.
 - *If neither party responds, the Coordinator will summarize and prepare report for upcoming board meeting to determine next step action.*
6. Licensing and Certification Coordinator will submit complaints, along with summary and supporting documents to the board for their discussion/decision.
7. If Board reaches a decision, the Coordinator will assist the board in notifying the complainant and Licensee of the decision.

Additional Note:

The timeline may vary in each complaint based upon complainant, licensee and witness response time, and requests for extensions. Extensions are allowed for the purpose of collecting more information or documents from any party.