# Pennsylvania Courts Language Services Feedback Form
# 宾夕法尼亚州法院语言服务意见反馈表

*Completing this form will **NOT** affect the outcome of any court matter.*
*填写本表**不会**影响任何法院事项的处理结果。*

Help us improve language services by providing your feedback. Your feedback is welcome and will not result in any adverse action./ 请提供您的反馈意见，帮助我们改进语言服务。我们欢迎您提出反馈意见，您不会因此受到任何不利对待。

## LANGUAGE SERVICES FEEDBACK/ 语言服务意见反馈

**County/县：** _____ **Today's Date/今日日期：** _____

**Date of Court Interaction/前往法院办理事务的日期：** _____

**1. What court were you in?/您前往的是哪个法院？**

- ☐ Magisterial District Court (MDJ) or Phila. Municipal Court/地方法院 (MDJ) 或费城市法院
  MDJ Court Number/MDJ 法院编号：
  _____
- ☐ Court of Common Pleas/普通诉讼法院

**2. Where did your business with the court take place?/您在法院的何处办理事务？**

- ☐ Courtroom or hearing room/法庭或听证室
- ☐ Front counter or desk/前台或服务台
- ☐ Court services office (ex. Probation, Domestic Relations, etc.)/法院服务办公室（例如缓刑办公室、家庭关系办公室等）
- ☐ Other/其他：_____

**3. Notice of Language Rights/语言权利告知：**

- ☐ I was informed of my right to an interpreter with my hearing notice (or subpoena)./我在收到听证会通知（或传票）时已获知自己有权获得口译服务。
- ☐ I did not receive information about my right to an interpreter with my hearing notice (or subpoena)./我在收到听证会通知（或传票）时未收到有关本人有权获得口译服务的信息。
- ☐ Not Applicable/不适用

**4. Requesting an interpreter/申请口译员：**

- ☐ I contacted the court to request an interpreter before the day of my hearing/court business./我在听证会/前往法院办理事务当日之前联系法院，申请了口译员。
- ☐ I requested an interpreter when I arrived for my hearing/court business./我到达法院参加听证会/办理事务时，申请了口译员。
- ☐ I did not request an interpreter./我未申请口译员。

**5. I requested an interpreter by/我通过以下方式申请口译员：**

- ☐ Phone/电话 ☐ In Person/亲自前往申请
- ☐ Email/电子邮件 ☐ Not Applicable/不适用

**6. Were you provided with an interpreter at the front office counter?/前台服务台是否为您提供了口译员？**

- ☐ Yes/是 ☐ Not Applicable/不适用
- ☐ No/否

**7. Did you see information posted about your right to an interpreter in the courthouse or court office?/您是否在法院大楼或法院办公室看到有关您有权获得口译服务的公告？**

- ☐ Yes/是 ☐ Not Applicable/不适用
- ☐ No/否

**8. If you were in court for a hearing, check all boxes that apply to you/如果您到庭参加听证会，请勾选所有适用于您的选项：**

**8A.** ☐ An interpreter WAS provided/已提供口译员：

- ☐ In person at my hearing./译员亲自到场为我的听证会提供口译。
- ☐ By video at my hearing./译员通过视频为我的听证会提供口译。。
- ☐ By phone at my hearing./口译员通过电话为我的听证会提供口译

# Pennsylvania Courts Language Services Feedback Form
# 宾夕法尼亚州法院语言服务意见反馈表

*Completing this form will **NOT** affect the outcome of any court matter.*
*填写本表**不会**影响任何法院事项的处理结果。*

**8B.** ☐ An Interpreter WAS NOT provided and/未提供口译员，并且

- ☐ the hearing was postponed./听证会被延期。
- ☐ I was told the court can proceed without an interpreter./有人告知我，法院可以在没有口译员的情况下继续举行听证会。
- ☐ I was asked to have a family member or someone else interpret./有人要求我请家人或其他人员提供口译。

**9. How would you rate the quality of the interpretation? (if applicable)/您如何评价口译服务的质量？（如适用）**

☐ 1 (poor)（差） ☐ 2 ☐ 3 ☐ 4 ☐ 5 (excellent)（优秀）

**10. How would you rate the process for requesting interpreter services?/您如何评价口译服务申请流程？**

☐ 1 (difficult)（困难） ☐ 2 ☐ 3 ☐ 4 ☐ 5 (easy)（简便）

**Please provide any additional information that you would like us to know/请提供您希望我们了解的任何其他信息：**

## COMPLAINT AND CONTACT INFORMATION (*Optional*)/ 投诉及联系信息（*选填*）

You may choose to have your feedback treated as a formal complaint, in which case you will receive a written response following review and investigation. However, any feedback that concerns judicial decision making or alleges judicial misconduct will be treated as feedback and will not receive a response.

您可以选择将您的反馈意见作为正式投诉处理。在此情况下，我们将在审查和调查后向您作出书面答复。但是，任何涉及司法决定，或指称存在司法不当行为的意见均仅作为反馈意见处理，您不会收到答复。

Please remember, this office cannot review judicial decisions or investigate alleged judicial misconduct. If you wish to challenge a judicial decision or an alleged legal error, it must be done through the judicial process. If you believe there has been judicial misconduct, you may file a complaint with the Judicial Conduct Board (www.judicialconductboardofpa.org).

请注意，本办公室无权审查司法决定，也无权调查所指称的司法不当行为。如果您希望对司法决定或所指称的法律错误提出异议，必须通过司法程序进行。如果您认为存在司法不当行为，可以向司法行为委员会 (Judicial Conduct Board) 提出投诉：www.judicialconductboardofpa.org。

# Pennsylvania Courts Language Services Feedback Form

# 宾夕法尼亚州法院语言服务意见反馈表

*Completing this form will **NOT** affect the outcome of any court matter.*

*填写本表**不会**影响任何法院事项的处理结果。*

**Would you like to treat this feedback as a formal complaint?/您是否希望将本次反馈意见作为正式投诉处理？** *Important: You MUST complete the contact and case information sections below for your feedback to be reviewed as a formal complaint./重要提示：如需将您的反馈意见作为正式投诉审查，您必须填写下方的联系信息和案件信息部分。*

☐ Yes/是

☐ No/否

**May we contact you?/我们是否可以与您联系？**

☐ Yes/是

☐ No/否

*Completing the next sections is optional if you are not submitting this form as a formal complaint. Your case and contact information will help us respond to your comments and obtain more information from you, if necessary. This information will not be released to any non-court agency or individual, except where required by law or court rule.*

*如果您不是以正式投诉的形式提交本表，则可不填写以下部分。您的案件信息和联系信息有助于我们回复您的意见，并在必要时向您了解更多信息。除法律或法院规则另有要求外，本信息不会向任何非法院机构或个人披露。*

**Contact Information/联系信息：**

Name/姓名_____

Address/地址_____

City/城市_____ State/州_____ Zip/邮政编码_____

Telephone Number/电话号码_____

TTY (听障人士专线)_____

Email/电子邮箱_____

Preferred language/首选语言_____

**Case Information/案件信息：**

Case Number/案件编号：_____

Judge/法官：_____

Court/法院：_____

Time/时间 _____

**THANK YOU FOR GIVING US YOUR FEEDBACK! 感谢您向我们提供反馈意见！**

| | |
|---|---|
| Upon completion of this form please hand it in to the Court Administration Office or submit this to the contact information listed below/填写完本表后，请将其交至法院行政办公室 (Court Administration Office)，或按照下方所列联系信息提交:<br><br>Language Access Coordinator<br>Erie County Courthouse<br>140 West Sixth St., Room 210<br>Erie, PA 16501<br><br>Email: LanguageAccessCoordinator@eriecountypa.gov | You may also file a separate complaint with the United States Department of Justice (DOJ) at/您也可以另行向美国司法部（Department of Justice，DOJ）提出投诉，联系方式如下：<br><br>Federal Coordination and Compliance Section<br>Civil Rights Division<br>U.S. Department of Justice<br>950 Pennsylvania Avenue NW<br>Washington, D.C. 20530<br>Phone/电话：(888) 848-5306 |