

COURT OF COMMON PLEAS OF BEAVER COUNTY

36TH JUDICIAL DISTRICT

LANGUAGE ACCESS PLAN

Section VI - Grievance Procedure

Any LEP, deaf or hard of hearing individual has the right to file a complaint against the Court of Common Pleas of Beaver County when he or she believes that this Judicial District did not provide the necessary LEP or sign language services. The Language Access Coordinator shall take reasonable steps to inform LEP, deaf or hard of hearing court users about the availability of complaint forms (Attachment 8).

The Language Access Coordinator shall further:

Utilize the approved complaint procedure and form (Attachment 8),
Publish and make the complaint procedure and form readily available, and
Post the complaint procedure prominently in the court facilities and on the court's website.

All complaints regarding this LAP should be forwarded to:

Ms. Aileen Bowers
Language Access Coordinator
Court of Common Pleas of Beaver County
36th Judicial District
810 Third Street
Beaver, PA 15009
(724) 770-4668
abowers@beavercountypa.gov

The Language Access Coordinator or his/her designee will investigate any complaints that allege noncompliance with this LAP. If the investigation results in a finding of compliance, the Language Access Coordinator will inform the LEP individual in writing of this determination, including the basis for determination. If the investigation results in a finding of noncompliance, the Language Access Coordinator will inform the LEP person of the noncompliance in a letter that outlines the steps that will be taken to correct the noncompliance.

Effective Date: _____

Date: _____ Language Access Coordinator Signature: _____

Date: _____ District Court Administrator Signature: _____

Date: _____ President Judge Signature: _____