



STATE OF ILLINOIS

Torture Inquiry & Relief Commission

Language Access Complaint Form

If you had difficulty accessing the Commission's services because of a language barrier, please complete this form and file it with the Commission by email or mail.

- Email your complaint to paul.haidle@illinois.gov.
- Mail your complaint to:
Illinois Torture Inquiry and Relief Commission
Attn: Language Access Coordinator
555 W. Monroe Street, Suite 600-S
Chicago, Illinois 60661

Name: _____

Address: _____

City: _____ **State:** _____ **Zip:** _____

Phone: _____

Email: _____

What language do you prefer to use? _____

Do you read and write in this language?

☐ Yes ☐ No

Did someone help you fill out this form?

☐ Yes ☐ No

If yes, please provide their information:

Name: _____

Phone: _____

Email: _____

1. What problems did you encounter? (Check all that apply)

- ☐ I was not offered an interpreter or language assistance services
- ☐ I asked for an interpreter but was not provided one
- ☐ The interpreter did not provide accurate interpretation
- ☐ I asked for a document to be translated and was denied (please list the documents below)
- ☐ The translated document I received was inaccurate (please list the documents below)
- ☐ I was not able to access the website due to a language barrier
- ☐ I was unable to access a video because it did not have captions or subtitles
- ☐ Other: _____

2. What language services do you need? (Check all that apply)

- ☐ Reading ☐ Writing ☐ Audio ☐ Video ☐ Interpreter
- ☐ Other: _____

3. Explain what happened

For example, include:

- Where?
- When? (date and time)
- Who was involved?
- What went wrong?

NOTE: This form is used to gather information about your complaint. The Commission will review the information provided and notify you when the matter is resolved. You may file this form without including your name or contact information. However, if you choose to remain anonymous, we will not be able to contact you for additional information or provide updates on the resolution of your complaint.