

Interpreter Complaint Procedure

1. Introduction

The Maryland Judiciary provides court interpreters for hearings and proceedings conducted in court, as well as certain court-related services and events, at no cost, for individuals who are parties or witnesses in civil, criminal, and juvenile proceedings. For information on duties and responsibilities of court interpreters, please read the brochure [*“How to Work Effectively with Court Interpreters”*](#) published by the Maryland Judiciary. Court interpreters are trained to conduct themselves in a manner consistent with [*The Maryland Code of Conduct for Court Interpreters*](#).

2. Complaint

Any person concerned about the performance or conduct of a court-appointed interpreter may file a complaint by filling out the [Interpretation Services Feedback Form](#) and submitting it to the Court Interpreter Program Administrator at the address provided on the form. Complaints must include the complainant’s name and contact information, the date and time of the hearing or event, the name of the court, and a statement providing details about the complainant’s concerns.

3. Answer

The interpreter shall be sent a copy of any written complaint filed against them. The interpreter shall answer the complaint within 30 days of the date the complaint was sent to them. Allegations not answered within the time allowed will be considered true and accurate by default and appropriate actions will be taken.

The interpreter shall be notified whether any change in his or her status on the Court Interpreter Registry will occur, pending the investigation of the complaint. While a complaint is pending, the CIP may either allow the interpreter to accept court assignments or temporarily suspend the interpreter from the Registry. If the interpreter is temporarily suspended from the Registry, pending the investigation, the CIP shall update all court staff who are in charge of assigning interpreters.

4. Investigation

CIP staff will evaluate all available information concerning the complaint, including but not limited to: reviewing documentation; interviewing the interpreter, complainant, witnesses, and court staff; and reviewing audio files of the proceedings, if available. The following factors will be taken into consideration when investigating the complaint:

- a) The nature of the misconduct or interpreting error;
- b) The potential or actual damage caused by the interpreter's misconduct;
- c) The existence of aggravating or mitigating factors.

5. Decision

At the conclusion of the investigation and after consulting with the members of the Language Access Subcommittee, CIP staff will make a final determination as to the appropriate disposition.

If it is determined that there are grounds for discipline or remedial actions, an appropriate action will be taken. Such action may include, but is not limited: to issuing a reprimand and action plan that requires the interpreter to complete a series of steps in order to be remain on the Registry; removing the interpreter from the Registry for a specified period of time; or removing the interpreter from the Registry permanently.

The interpreter and complainant will be notified of the outcome in writing.