

# UNDERSTANDING YOUR RIGHTS

Are you not able to speak, read, write or understand English well?

You have the right to be informed of, participate in, and benefit from services, programs, and activities offered by the State and organizations that receive money from the State, even if you cannot speak, read, write or understand English well.

Under the law, state agencies, as well as organizations that receive money from the State of Hawaii and provide services to the public, must help people who have trouble with English by providing free language access services, such as interpretation or translation. You can request that an agency provide you with help in your language. You will be provided with help in your language if the service, program or activity qualifies.

If you requested and were not provided language access services by a State agency or an organization that receives money from the State, contact the Office of Language Access (OLA) for assistance.

## OFFICE OF LANGUAGE ACCESS

Department of Labor and Industrial Relations

830 Punchbowl Street, Suite 322, Honolulu, Hawaii 96813

Phone: (808)586-8730 Fax: (808)586-8733

Email: [dli.ola@hawaii.gov](mailto:dli.ola@hawaii.gov)

Web: [www.hawaii.gov/labor/ola](http://www.hawaii.gov/labor/ola)

## What can I do if I am not provided language access services?

<p><b>SELF-HELP</b></p> <p>▼</p> <p><b>PUBLIC COMPLAINT of noncompliance</b></p> <p>▼</p> <p><b>NOTICE (1-5 working days)</b></p> <p>▼</p> <p><b>SCREENING (1-10 working days)</b></p> <p>▼</p> <p><b>MEETING (10 working days)</b></p> <p>▼</p> <p><b>AGENCY NOTICE (15 working days)</b></p> <p>▼</p> <p><b>INVESTIGATION</b></p> <p>▼</p> <p><b>REPORT</b></p> <p>▼</p> <p><b>RECOMMENDATION</b></p> <p>▼</p> <p><b>RESPONSE (30 working days)</b></p> <p>-----</p> <p><b>ADR</b></p>	<p>: Try to contact &amp; resolve the issue with the state agency's or state-funded organization's Language Access Coordinator.</p> <p>: Contact OLA and provide a detailed, signed, written statement, including name of the agency/organization, description of service sought, dates, location &amp; witnesses.</p> <p>: OLA sends you a notice of receipt of the complaint.</p> <p>: OLA reviews complaint to determine jurisdiction and whether the complaint states a noncompliance claim. If there is no basis for the complaint, OLA will inform you that it will not be pursued by OLA.</p> <p>: OLA meets with you to discuss the complaint.</p> <p>: OLA notifies state agency/state-funded organization of the complaint.</p> <p>: OLA investigates and attempts resolution with the agency/state-funded organization using informal methods.</p> <p>: If no resolution, a report and recommendation are made to the OLA Executive Director.</p> <p>: OLA Executive Director makes a recommendation to state agency/ state-funded organization.</p> <p>: State agency or state-funded organization notifies the Executive Director of any action taken on the Executive Director's recommendation. You will be informed of the state agency's/ state-funded organization's response.</p> <p>: If the parties agree, the complaint may be referred to Mediation Centers of Hawaii for possible alternative dispute resolution, including mediation.</p>
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• **Discrimination and Other Complaints.** You may also file discrimination or other complaints with other state & federal government offices while an OLA complaint of noncompliance is pending.

• **Withdrawal of a Public Complaint.** You may withdraw your public complaint at any time by filling out and submitting an official withdrawal form to OLA.