

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

<p>SELF-HELP</p> <p>▼</p> <p>PUBLIC COMPLAINT of noncompliance</p> <p>▼</p> <p>NOTICE (1-5 working days)</p> <p>▼</p> <p>SCREENING (1-10 working days)</p> <p>▼</p> <p>MEETING (10 working days)</p> <p>▼</p> <p>AGENCY NOTICE (15 working days)</p> <p>▼</p> <p>INVESTIGATION</p> <p>▼</p> <p>REPORT</p> <p>▼</p> <p>RECOMMENDATION</p> <p>▼</p> <p>RESPONSE (30 working days)</p> <p>-----</p> <p>ADR</p>	<p>: Try to contact & 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/entity, description of service sought, dates, location & 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.