



# Office of Addiction Services and Supports

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## Access to Services in Your Language: Complaint Form

New York State's policy is to take reasonable steps to overcome language barriers to public services and programs. To do this, our goal is to: 1) Talk to you in your language and 2) Provide vital forms and documents in the top six, most frequently used languages, in addition to English.

Your comments on this form will help us towards that goal. **All information is confidential.**

Please print and sign the form with black ink. Then send it by mail, fax, or email written above.

<b>Person making the complaint:</b>	Claimant ID # (if available):
First name: _____	Last name: _____
Street address: _____	
City, Town or Village: _____	State: _____ Zip code: _____
Preferred language: _____	E-mail address (if available): _____
Home phone: _____	Other phone: _____
<b>Is someone else helping you file this complaint?</b> Yes <input type="checkbox"/> No <input type="checkbox"/> If 'Yes', include their:	
First name: _____	Last name: _____
<b>What was the problem?</b> Check all the boxes that apply and explain below.	
<input type="checkbox"/> I was not offered an interpreter	
<input type="checkbox"/> I asked for an interpreter and was denied	
<input type="checkbox"/> The interpreter(s) or translator(s) skills were not good (List their names, if known)	
<input type="checkbox"/> The interpreter(s) made rude or inappropriate comments	
<input type="checkbox"/> The services took too long (Explain below)	
<input type="checkbox"/> I was not given forms or notices in a language I can understand (List documents needed below)	
<input type="checkbox"/> I was unable to use services, programs or activities (Explain below)	
<input type="checkbox"/> Other (Explain below)	
<b>When did problem happen?</b> Date (MM/DD/YYYY): _____ Time: _____ AM <input type="checkbox"/> PM <input type="checkbox"/>	
<b>Where did problem happen?</b> _____	
<b>Describe what happened.</b> Please be specific. Use additional pages as needed. Print your name on each sheet. List language, services and documents needed. Include names, addresses and phone numbers of people involved, if known.	



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Did you complain to anyone from the Department/Agency? Who and what was the response? Please be specific.

I certify that this statement is true to the best of my knowledge and belief.

Signature: \_\_\_\_\_ Date (MM/DD/YYYY): \_\_\_\_\_

(Person making the complaint)

***Do not write in this box. For office use only***

Date: \_\_\_\_\_

Reviewer: \_\_\_\_\_

Resolution: \_\_\_\_\_