

If you are watching this message, you are obviously thinking about filing a complaint against an interpreter or you are already ready to do so. The North Carolina Interpreter and Transliterators Licensing Board always encourages you to approach the interpreter as a first option. Sometimes, once you interact with each other and explain your point of view, then you both realize that it was a misunderstanding, and you are able to solve the problem on the spot. Other times, you have that conversation, and you explain your perspective to each other, you are not able to solve the problem to your satisfaction, it may be time to file a complaint. Occasionally, interpreting situations can really go awry and become very awkward which makes it uncomfortable for you to approach the interpreter. That is okay, the Board only recommends this, but it is not mandatory. You may file a complaint without talking to the interpreter.

The NCITLB has their own rules and statutes that adhere to North Carolina licensure law. Our law is aligned with the Code of Professional Conduct administered through the Registry of Interpreters for the Deaf. If you send us a complaint, we do not forward that complaint to RID, you must send that in yourself. The interpreter licensing board oversees North Carolina licensure but the Registry of Interpreters of the Deaf oversees interpreter certification, which are separate things.

Once you have decided you want to file a complaint you can do this in writing and send it through snail Mail, or you can type it out and send it through email. If you prefer to sign your complaint in ASL, you can video yourself and upload it to email as well. You have 3 ways to file.

A complaint should be received within 90 days of the alleged violation. This does not mean that you have to send it within 90 days of the situation, however it SHOULD be, which means it is strongly encouraged. Please try to file your complaint as soon as possible. The reason is within the first 90 days you are still able to remember the situation and all the details, as it is fresh on your mind. If you delay too long you may forget pieces of the story, so it is important to try and get it in as soon as possible. Again, it is not required, just recommended.

Can you file a complaint against an individual who is licensed or unlicensed? Yes, you may file a complaint against either. Can you file a complaint on a paid interpreter or a volunteer interpreter? Yes, you can file on either. Must a complaint be related with something that happened during the interpreting situation? No. It can be from any time leading up to the assignment or any time after the assignment was completed. Do you have to be a person who was involved in the situation to file a complaint? No. You may have what is called indirect knowledge of the event.

Please include as many details as possible in your written complaint or your signed complaint, remember it is up to you how to file. Make sure you put your name, the name of the interpreter, the date of the occurrence, including the day, month, year, and the time. Include the location of assignment and also what was the purpose of that interpreting interaction. Examples are a medical, legal or classroom/educational setting. It is also important to report if there were any witnesses. You can put as many names as you need. The witness does not necessarily have to have seen the situation but could have heard about it through another source. If you have any other questions feel free to contact the North Carolina interpreter Transliterators Licensing Board.