

# REGISTRY OF INTERPRETERS FOR THE DEAF, INC. ETHICAL PRACTICES SYSTEM (EPS)

## Official Complaint Form

The Ethical Practices System has jurisdiction over current individual RID members who are providing interpreting services only. It does not apply to organizations, interpreter referral agencies or non-practitioners.

Before filing a complaint, please be sure to read Section 1, "Accepting EPS Complaints", in the Ethical Practices System Policy Manual. While you may find it helpful to review the entire manual, you must read the first section before filing a complaint.

A complaint may only be filed by a person who has been directly involved in the interpreting situation in which the alleged violation occurred.

<b>COMPLAINANT INFORMATION</b>	<b>PHONE NUMBER:</b>
I, _____, hereby file a formal complaint for review by the Registry of Interpreters for the Deaf (RID).	_____
<b>ADDRESS:</b>	<b>E-MAIL:</b>
_____	_____
_____	<b>PAGER:</b>
_____	_____
	<b>MEMBER ID (if applicable):</b> _____

### RESPONDENT/INTERPRETER INFORMATION

**NAME:** \_\_\_\_\_

**CERTIFICATION(S) HELD:** \_\_\_\_\_

**ADDRESS:**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**WAS THE INTERPRETER AN ACTIVE MEMBER OF RID AT THE TIME OF THE INCIDENT TO BE REVIEWED?**

YES       NO

*go to next page to complete incident details*

## INCIDENT DETAILS

**A complaint must be received by the RID national office within 90 days of the alleged violation.** *The 90-day filing limit applies to the time when the alleged violation(s) occurred, which is not necessarily the time of the actual interpreting event.*

**DATE(S) of alleged incident(s) to be reviewed:** \_\_\_\_\_

**LOCATION of the alleged incident(s) to be reviewed:** \_\_\_\_\_

*A complaint must be based on the possible violation(s) of the official NAD-RID Code of Professional Conduct (CPC). CPC Tenets Violated:*

- |   |  |  |
|---|--|--|
| <input type="checkbox"/> 1. Confidentiality | <input type="checkbox"/> 4. Respect for Consumers  | <input type="checkbox"/> 6. Business Practices       |
| <input type="checkbox"/> 2. Professionalism | <input type="checkbox"/> 5. Respect for Colleagues | <input type="checkbox"/> 7. Professional Development |
| <input type="checkbox"/> 3. Conduct         |  |  |

## REQUIRED NARRATIVE

**In addition to submitting a signed copy of this complaint form, you must provide a detailed narrative.**

The complainant must provide the following information in a separate statement to be attached to this complaint form:

- Describe what happened.
- State why you believe this interpreter's conduct was a violation of the NAD-RID Code of Professional Conduct.
- Describe how the interpreter's conduct negatively affected you, others involved, or the situation itself.
- List and describe (if any) your intended sources of evidence (witness statements, documentation, affidavits, etc.) that will be used to support the allegation(s). (Note: Actual evidence may be submitted later in the process, if necessary.)
- Explain any efforts made to reach a solution with this interpreter before filing this complaint.
- Include the status of any legal action underway, at the time of this filing, related to this matter.
- Detail similar incidents (if any) of alleged misconduct you have experienced with this interpreter and include if this is the first incident or a series of events.

### Form of the Narrative

**The required narrative may be submitted in one of the following ways** *(please indicate how you will be submitting your narrative):*

- Typed, written or electronic version attached or emailed.
- American Sign Language (ASL) (digital or VHS) version labeled with case number (if known), complainant's name and date recorded.
- Typed, written or electronic version transcribed by a certified member of RID.

## CONFIDENTIALITY STATEMENT

To ensure the integrity of the process and to avoid undue negative consequences for any of the parties involved, RID requires that all parties maintain strict standards of confidentiality about the case when a case is active. All communication regarding the complaint, including all documents and proceedings, should be limited to the complainant, respondent, witnesses, members of the EPS, and RID staff only.

Moreover, throughout the proceedings, the complainant and respondent should use discretion in sharing confidential interpreting assignment-related information about the case when communicating with RID and its representatives. While RID acknowledges that it is inevitable for sensitive information to be discussed, only information pertinent to the specific complaint should be provided.

When preparing or responding to a complaint, it may be necessary for participants to gather information/evidence relevant to the situation. When doing so, the party(s) should keep disclosures to a minimum and always act with the utmost discretion.

For employment reasons, the complainant and/or respondent may be required to inform his/her employer that a complaint has been filed. This should be done without revealing any confidential information. These confidentiality restrictions do not apply to a participant's right to confer with legal counsel or to participate in any potential legal proceedings

**I affirm that everything I have submitted with this complaint form is truthful. I have reviewed the Ethical Practices System Policy Manual and I agree to abide by the terms of the Confidentiality Statement.**

**I understand that the materials I am submitting in support of my complaint will be sent to the respondent in this matter.**

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date Signed



**Send all materials, including this complaint form to:**

Registry of Interpreters for the Deaf  
Ethical Practices System  
333 Commerce Street  
Alexandria, VA 22314  
703.838.0454 (Fax)  
ethics@rid.org



**For Office Use Only:**

Case Number: \_\_\_\_\_  
Date Received: \_\_\_\_\_  
Received By: \_\_\_\_\_  
Date Entered: \_\_\_\_\_