

#### **Division of Commerce, Division of Employment** Security

700 Wade Ave Raleigh, NC 27611-5903

888-737-0259 (Phone) | (919) 733-9420 (fax)

SAMPLE VITAL DOCUMENT

# Know Your Rights Language Services at the DES and DWS

At the Department of Commerce, Division of Employment Security (DES) and Division of Workforce Solutions (DWS), **vital documents** are provided in Spanish, Chinese (Mandarin), French, Vietnamese, Haitian Creole, Arabic, Hmong, Korean, Hindi, and Russian. **Language interpretation services** are provided in more than 200 languages.

#### What should I expect if I contact DES and DWS?

DES and DWS provide interpretation services to assist you at no cost to you. This includes all DWS Workforce Career Centers, and DES Customer and Employer Call Centers.

Aposter called **Your Right to an Interpreter** are displayed at your Local Workforce Career Centers. The poster says "Pointtoyour language. An interpreter will be called. The interpreter is provided at no cost to you" in more than 30 languages.

If you do not see this poster in your local office, please ask about it. Also, language services are available by phone. Call **1-888-737-0259** to receive free interpreter services via our DES Customer and Employer Call Centers.

# Did you have a good language services experience at the DES and DWS?

Do you want to tell us about how one of our staff helped you? Call Government and Public Relations at 1-888-737-0259.

#### Who is monitoring services?

DES and DWS has Language Access Coordinators to monitor the agency's Language Access services to the public. The Department of Commerce, Division of Employment Security Language Access Coordinator contact information is:

#### Language Access Coordinator:

Larry Parker

Office phone: (919) 707-1010

Email: larry.parker@nccommerce.com

Fax: (919) 733-9420 Mailing address: 700 Wade Ave

Raleigh, NC 27611-5903

Your Right to an Interpreter  You have the right to an interpret at no cost to you. Please point to your larguage. An interpreter will be called. Please with				
Remain  Español (Usad time dendo a us intigent grats. Per fanc, estate so lifena y Esmanusca a us intigents. Per fance, aques.	○ Common Technol 中文	Tiếng Viết Quý vị có quyền được một thông địch viên niên phi. Yin dữ vào ngho ngô của quý vị. Cháng thi ng một thống địch viên. Vư là ng chỗ trong giấy liê.		Preside Transplate State of the
Allowine  Shqip []  Kasi vi duybta për përdityva falsa gjatë visitën njelanore. Na hamm trugoni me gjatë vjatën opt fileni. Da hamm primi, din t'jia gjajoni një përk tiryna për visiten mjelatimus.	Arters  APTOF    INTER NO. NATURE (PRIST WITH  MARK PRINCES PRINCES) AND  END ARE PRINCES AND  END ARE PRINCES  AND AREA  AND APRICAL AND  AND  AND  AND  AND  AND  AND  AND	عصد محقوق بدن الدائم المستوانية إلى المائم ويرسه (الدينية في المائم والموردون ويرسه (الاينية في المائم والموردون		Armenie Žung lap lafu  — Lung lap lafu  — The glympic of a risk general goods districtly prompting a risk for a risk general de districtly prompting for from the districtly for the first prompting prompting the districtly before the general first consulty.
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احت الري شما هي بزيد كه يك موجو داشته يشته چون الله چار بيان الوجه د الله يا زيان خرد الله يا د موجو ال يا ناس د بارات خرا الله يا د موجو ال	Premit Prançais   Vose see dels gratilesses are services d'un interprit vueller indique vote langue. Note allors contacte un interprits. Vosiblez patiente d'il vose plait o	Rement Deutsch Sie bakes transilisens Anaptrich auf dieste Delinetscherin. Bilte deuten Sie auf Bare Spenden. Rille Delinetscherile wird gestelle. Rille warten Sie. ()		διακέ Ελληνικά
Meter Davie  Kreyôl Aylsyen   Chigan das a yea estigat grafa. Taspel montes and lang par is la. N aprofili yea estigail par on. N. Taspel not taux.  DD	שברית שברית יש לן את מטנת למצונגנן ללא כל עלות לן. אנא מצנע על חשפה שלן. המצונגן ייקרא, אנא מצנע על חשפה	मार्थ । हिंदी आर्थ के भी शुरू के प्राणित का जो स जीवता है। पुरुष आर्थ कर से हिंदा थी। पुरुषित से सुरुष आर्था एक जीवत सी।		Peterny []  Hmoob []  Edg mang cait train kery pub tehnis has damb tis them sylaj. There tere na mackej hom has new. Mans has the table's has. There synb tas.
hater □  Italiano □  Aven deltro at un interprete. Il servido è genzire indece le voene lingua e amendete, un interprete cari chianato al più presto.	Appene 日 日本語 選択を無称でご利用になれます。終日 する意味を使わせて下さい、選択を平 配いたしますのでお伴ら下さい。	Signal 121 Security or countries security or		Arms 인데 이 이 이 이 이 이 이 이 이 이 이 이 이 이 이 이 이 이
Leader  270  Unalligativescoperised dept.  Improductives engine.  Improductives engine.  Improductives  Improdu	معنده فحال بعضي خانو داردکایک مؤرخ اطلابقید مین ایک بولد بادن اردهد اطلابه این مود افزار کاید یک طرح و اینان در خانت دارای اعظر بعاد	Pate ()  Jezyk Polski:  Jezyk Polski:  Man paten do koryenal z saba polskog tamara. Lisba ta jar sa sant kast. Prost y sakarad nelj jejit. Prostą czekał. Lączywy z timaczen.)		Português  Português  Voct san o divito a un intégente de grap. Por firer aponte para a lingue que trod fait. Un intégente sant channado. Por firer supere.
Русский □ Ви неет право по ушрте баксантого пороворова. Укалить, повые убрат вольку бло, на Вам има. Перворова бурет вольку. Повыербия, пороворова бурет вольку.	Sacto Osalie:  Srpsko-Hrvatski jeziki:  Vi isas paso sa begistang povodica.  Mišno vas kojestani sa vas govosi jesli. Povodina os bil potvas. Hoda i sodino vas da udotan.	Storm () Soomaali () Waxaad taq u loolalay in tajunaan latag ir'aan da lagraga yeen. Fadan faru isi fiq laqaddaad. Tajunaan sya lagraga waxayaa. Ee fadino sagi		zjanost Español Lined disse descho e un intérprete gratis. Por fanor, sofiale su idioesa y llanuaremen a un intérprete. Por fanor, sepere.
Teastal Swahili Ni hali yako kuwa na mtafairi bila maliyo- yoyuna. Tafathali chaqua lugha yako kati ya hiti. biladari ataibus. Tafadhali ngoja.	Pagatig □  Tagalog □  Rate sy may kamputan na magkarnon ng taganganian na malang layad. Taso ang jong mila. Ang taganganian ny taramgin. Maghinay.	The Time stratific free inscription to be before the symposition was not require the jump construction of the stratific to construct the construct the stratific to construct the stratific to construct the stratific to construct the construct the stratific to construct the construct the const		Отчетан П Україньска  У Вис « право на беспиотного переходичь будь поскоруть Висту могу, і Вис поскоруть переходичь Поченабічь, будь писка ()



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## Access to Services in Your Language: Complaint Form

The Department of Commerce, Division of Employment Security'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 four, 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 bla	ck ink. Then send it by mail or fax as written above.					
	Claimant identification number, if available:Last name:					
Street address:	Last name.					
City Town or Villago:	State: 7in code:					
Droforred language.	State: Zip code: Email address, if available:					
Preferred language.	Email address, il avaliable					
Home phone:	Otner phone:					
Home phone: Other phone:  Is someone else helping you file this complaint? Yes No If 'Yes,' include their:  First name: Last name:						
What was the problem? Check all the						
I was not offered an interpreter	Solves and Septim Solven					
I asked for an interpreter and was denied						
The interpreter(s) or translator(s) skills were not good (List their names, if known)						
	, , , , , , , , , , , , , , , , , , , ,					
The interpreter(s) made rude or	· · · ·					
The services took too long (Exp						
I was not given forms or notices	in a language I can understand (List documents needed below)					
I was unable to use services, pr	ograms or activities (Explain below)					
Other (Explain below)	· g· ····· · · · · · · · · · · · · · ·					
	_					
	M/DD/YYYY): Time: AM PM					
Where did problem happen?						
	specific. Use additional pages as needed. Print your name on each sheet. List eded. Include names, addresses and phone numbers of people involved, if known.					
Did you complain to anyone from th	e Department/Agency? Who and what was the response? Please be specific.					
Did you complain to anyone from the	: Department/Agency: who and what was the response: Flease be specific.					
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Signature:	Date (MM/DD/YYYY):					
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Do not write in this box. For office use only						
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