

## **8) Feedback and Disciplinary Actions:**

### **8.1 The Code of Professional Conduct Provoked or any “Harm Done” Incidents caused by a RI licensed interpreter:**

The Board of Examiners for the Deaf under the Department of Health is the appropriate point of contact regarding complaints about an Interpreter's service. Concerns about the service received by a paying party or a consumer can be directed to the Board of Examiners for the Deaf at the Department of Health –Department of Licensure and Regulation, 3 Capitol Hill, Providence, RI 02908, phone: 401-222-2827. Paying parties and consumers are also encouraged to make any concerns known to the Executive Director of RI CDHH at Steven.Florio@cdhh.ri.gov.

### **8.2 Unsatisfactory or complaints on the interpreter/CART Referral Service:**

#### **Grievance Resolution Guideline:**

There are three (3) formats you may use to express your concerns. They are as follows:

1. **WRITE A LETTER** - Please send a written letter to the Executive Director and cc: to Chairperson of the Commission and/or Interpreter/CART Referral Specialist at the following address:

Executive Director  
Rhode Island Commission on the Deaf and Hard of Hearing  
One Capitol Hill, Ground Level  
Providence, RI 02908

2. **SEND AN E-MAIL** - Please send an e-mail explaining your concerns to the Executive Director at Steven.Florio@cdhh.ri.gov and cc: to Chairperson of the Commission at cdhh.main@cdhh.ri.gov and/or Interpreter/CART Referral Specialist at cdhh.interpreter@cdhh.ri.gov.
3. **SEND AN ASL VIDEO CLIP** - Please send an e-mail with a link of your video clip in American Sign Language (ASL) to the Executive Director at Steven.Florio@cdhh.ri.gov and cc: to Chairperson of the Commission at cdhh.main@cdhh.ri.gov and/or Interpreter/CART Referral Specialist at cdhh.interpreter@cdhh.ri.gov.

**NOTE:** The link of the ASL videos needs to be provided so the Executive Director, Chairperson of the Commission, and/or Interpreter/CART Referral Specialist can gain access to your video clip at YouTube, google drive, dropbox, or any storage sources. The RICDHH e-mail box only accepts the attachment that is less than 25MB. Otherwise, your e-mail, that exceeds maximum size limit of 25 MB, will be bounced back. The link of the ASL videos provided is most effective.

If you wish to use YouTube particularly, please be sure that the video clip is set as UNLISTED to protect confidentiality. This way, the certain individuals you sent a link to are the only individuals that can gain access to your video clip.

Next, please be sure to include all information below in one of any formats (Letter, E-mail, and ASL Video Clip):

- a. The nature of the problem or the reason for complaint
- b. The date of incident
- c. Your name and the contact information, in case the Executive Director needs to follow up with you for further inquiry.

You should receive a response from RI CDHH within 10 business days concerning your complaint outlining what steps RI CDHH should take toward the resolution on your behalf.

### **8.3 Compliments on the Quality of Interpreter/CART Referral Services:**

Please use any format indicated under 8.2 (1), (2), or (3) and send it to the Executive Director of your acknowledgement and cc: to Chairperson of the Commission and/or Interpreter/CART Referral Specialist.

***Rhode Island Commission on the Deaf and Hard of Hearing will respond to any written letter, e-mail, or ASL of complaint in a timely manner. RI CDHH is committed to ensuring the highest quality Interpreter/CART Referral Service for its consumers.***