



LANGUAGE ACCESS FEEDBACK FORM

This form is for people who are Limited English Proficient (LEP). You can use it to tell us if you did not get the help you needed at a PennDOT Driver's License Center.

You may include your name and contact information in this form, but only if you'd like to be contacted to resolve your issue.

If you don't speak English or Spanish, you can get a free interpreter in other languages at 717-787-5891. You can also call if you are uncomfortable with this form in any way.

1. Where did the problem occur? Please include the name of the Driver's License Center that you visited.

2. When did the problem occur? Please include the date.

3. What language did you need help in?

4. What happened during your visit? (You can pick more than one.)

- The person at the front did not offer interpretation services or ask what my language is
- I was not offered interpretation services
- I asked for interpretation services and someone told me to bring my own (such as an advocate, child, or family member)
- I asked for interpretation services and someone told me to use my phone or Google Translate
- I was not provided with translated documents when I asked for them
- The interpretation/translation services were not helpful to me
- A written translation was confusing
- There were no signs or posters offering free interpretation services
- There were no forms or applications in my language
- I was unable to access services, programs, or activities
- The interpreter made rude or inappropriate comments
- An employee was rude or inappropriate about my limited English
- Other (please list):

5. What were you trying to do that day? Tell us about any forms, applications, or documents you were looking for. (Optional)

6. You only need to complete questions 6-8 if you would like to be contacted for a resolution. If you do not want to be contacted, please skip to question 9. What is your first and last name? (Optional)

7. How can we contact you? Please include a phone number and/or email address.
(Optional - but allows us to contact you to resolve your issue)

8. What is your driver's license or state ID number? (Optional – but this helps us resolve issues more quickly)

9. Tell us anything else here.

Do you think an employee intentionally discriminated against you because of the language you were speaking? You may also scan the QR code or visit the link below:



<https://www.pa.gov/content/dam/copapwp-pagov/en/penndot/documents/public/pubsforms/forms/eo-478.pdf>

Thank you!