

# Interpretation and Translation Services

All parents have the right to information about their child’s education in a language they understand. When your child enrolls in school, the school will ask you about the language you would like to use when communicating with the school. This helps your school identify your language needs so they can provide an interpreter or translated documents, free of charge.

## What you can expect from your school and school district

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### **You are an important part of your child’s education!**

The school should communicate with you—in your language—about your child’s education. This often includes translated documents and a language interpreter for meetings and conversations.

You have the right to these services even if you speak some English and even if your child can speak or read in English.

The school should communicate with you in your language about important information and opportunities for your child. This includes information about:

- Registration and enrollment in school
- Grades, academic standards, and graduation
- School rules and student discipline
- Attendance, absences, and withdrawal
- Parent permission for activities or programs
- Health, safety, and emergencies
- School closures
- Opportunities to access programs or services; including highly capable, advanced placement, and English language learner programs
- Special education and services for students with disabilities

### **Meetings and conversations with teachers and school employees**

When you talk with teachers or school employees, the school should offer an interpreter if you need one. This includes parent–teacher conferences, meetings about special education, or any other conversations about your child’s education.

The school should use only competent interpreters who are fluent in English and in your language. The school should make sure interpreters understand any terms or concepts that will be used during the meeting. The school should not use students or children as interpreters.

The interpreter should be neutral and should communicate everything said during the conversation. They should not omit or add to what anyone says. The school should make sure interpreters understand their role and the need to keep information confidential. The interpreter might be in person or on the phone and might be district staff, a volunteer, or an outside contractor.

The school should offer an interpreter for any meetings or conversations at school or about your child’s education. You can also ask the school if you need one.

### **Written information**

The school will translate important written information into the most common language(s) spoken in your school district. If you receive information that is not in your language, please let the school know. They may either have it translated in writing or explained orally to you in your language.

## Have questions or concerns? Need support?

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Go to our website for more information or to access the **Interpreter/Translation Request Form**.

<https://www.tps.org/students-and-parents/language-assistance.html>

Your school can also assist. You can ask anyone in the school for help, or you can contact these staff members:

Mr. Jose Luna, Hispanic Outreach Coordinator, 419-261-6178 (Spanish)  
Jennifer DeYarman Director of Special Projects, 419-671-0335 (All Languages)  
Patty Burgess, Exec. Admin. Asst. HR, 419-671-0165 (American Sign Language)  
or email [languageassistance@tps.org](mailto:languageassistance@tps.org)

## Addressing concerns and complaints

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Under state and federal civil rights laws, you have the right to access information in your language. If you have concerns about the school's interpretation or translation services—or if you were not offered an interpreter or translation you needed—you have several options.

1. **Talk with your principal or a school employee you are comfortable with.** A discussion with your school principal is often the best first step to address your concerns. Explain what happened, and let the principal know what they can do to help resolve the problem.
2. **Talk with your school district.** You can also contact the school district to share your concerns.
3. **You can file a complaint.** Explain what happened in writing—in any language—and send it to the district by mail, email to [languageassistance@tps.org](mailto:languageassistance@tps.org), or hand delivery. Access the district's complaint form here:

<https://www.tps.org/students-and-parents/language-assistance.html>

The district will investigate your complaint and respond to you. The school or district will not retaliate against you or your child for sharing concerns or filing a complaint.