



LANGUAGE AND COMMUNICATIONS ACCESS COMPLAINT FORM

The Office of Language and Communications Access (OLCA) oversees interpretation (Spoken & Sign Language), translation and assistive technology to ensure every City of Boston department provides accessible services to all constituents. If you feel that you were not provided adequate access, please fill out this form to submit a complaint.

You may do so anonymously. Please note that without contact information, we will not be able to follow up with you regarding your complaint. For questions or support, please contact us: lca@boston.gov or call: 617-635-3414.

If you would like to file a complaint with the American with Disabilities Act (ADA), directions for filing an ADA Grievance can be found [here](#).

- By Phone: 617-635-3682



B

- By Teletype: 617-635-2541
- Or in person: 1 City Hall Square, Room 967, Boston, MA 02201

Personal Information

We recommend you include your contact information, if you would like us to follow up with you. If you prefer to remain anonymous however, that is acceptable as well. We will investigate the complaint either way.

Today's Date:

Incident Date:

Name (Optional):

Email (Optional):





Phone Number (Optional):

Which City of Boston department or program are you filing a complaint about? (check all that apply):

- Age Strong Commission
- Analytics Team
- Animal Care and Control
- Archaeology
- Archives and Records Management
- Arts and Culture
- Assessing
- Auditing
- Black Male Advancement
- BOS:311
- Boston Bikes
- Boston Centers for Youth & Families
- Boston Planning and Development Agency
- Boston Public Library
- Broadband and Cable
- Budget
- Central Fleet Management
- City Clerk
- City Council
- Civic Organizing



B

- Commission for People with Disabilities
- Community Engagement
- Consumer Affairs
- Cybersecurity Team
- Digital Team
- Diversity
- Early Childhood
- Economic Development
- Economic Opportunity and Inclusion
- Elections
- Emergency Management
- Emergency Medical Services
- Entertainment Licensing
- Environment
- Fair Housing and Equity
- Finance Commission
- Fire
- Fire Operations
- Fire Prevention
- Fire Safety
- Food Justice
- Historic Preservation
- Housing
- Housing Authority
- Human Resources
- Human Rights Commission
- Human Services



B

- Immigrant Advancement
- Innovation and Technology
- Inspectional Service
- Intergovernmental Relations
- Labor Relations
- Landmarks Commission
- Language and Communications Access
- Law
- LGBTQ+ Advancement
- Licensing Board
- Mayor's Office
- Neighborhood Development
- Neighborhood Services
- New Urban Mechanics
- Parking Clerk
- Parks and Recreation
- Participatory Budgeting
- Police
- Police Accountability and Transparency
- Press Office
- Procurement
- Property Management
- Public Facilities
- Public Health Commission
- Public Records
- Public Safety
- Public Schools
- Public Service and Community Outreach



B

- Public Works
- Recovery Service
- Registry: Birth, Death, and Marriage
- Resilience and Racial Equity
- Retirement
- Returning Citizen
- Small Business Development
- SPARK
- Streets
- Supplier and Workforce Diversity
- Tax Collection
- Tourism, Sports, and Entertainment
- Transportation
- Treasury
- Veterans Services
- Water and Sewer Commission
- Women's Advancement
- Worker Empowerment
- Workforce Development
- Youth Engagement and Employment
- Other

Which neighborhood of Boston do you live in? (optional)
(check one option):



B

- Allston
- Back Bay
- Beacon Hill
- Brighton
- Charlestown
- Dorchester
- Downtown
- East Boston
- Fenway-Kenmore
- Hyde Park
- Jamaica Plain
- Mattapan
- Mission Hill-Longwood
- North End
- Roslindale
- Roxbury
- South Boston
- South Boston
- Waterfront/Fort Point
- South End
- West End
- West Roxbury
- Prefer not to answer
- I don't live in Boston
- Other

Which of the following best describes the issue you encountered? (check all that apply):



B

- I requested an interpreter and was not provided with one.
- I requested a document translation and it was not provided.
- I requested assistive technology and it was not provided.
- I was not informed about the availability of language services
- Lack of translated materials (such as forms, notices of eligibility for services, or benefits).
- Lack of translated, publicly-posted information about department services, programs or events.
- Poor quality of translated materials.
- Lack of bilingual/multilingual employees or interpreters to provide help in my language.
- Employee or interpreter had inadequate proficiency in my preferred language.
- Other



B

Please provide a description. Include details such as the name(s) or position(s) of any relevant individuals and the type of services/information that you were seeking.

What language(s) or accommodation did you need? (check all that apply):

- | | |
|---|---|
| <input type="checkbox"/> American Sign Language (ASL) | <input type="checkbox"/> Portuguese (Brazilian) |
| <input type="checkbox"/> Braille | <input type="checkbox"/> Russian |
| <input type="checkbox"/> CART | <input type="checkbox"/> Cantonese |
| <input type="checkbox"/> Arabic | <input type="checkbox"/> Mandari |
| <input type="checkbox"/> Cabo Verdean Creole | <input type="checkbox"/> Simplified Chinese |
| <input type="checkbox"/> French | <input type="checkbox"/> Traditional Chinese |
| <input type="checkbox"/> Haitian Creole | <input type="checkbox"/> Somali |





Spanish (Latin American)

Vietnamese

Other

If you checked 'Other', please let us know which language:

How would you like to see this complaint resolved?

