

# MINNESOTA COURT SYSTEM



## FEEDBACK FORM FOR PERSONS REQUIRING INTERPRETER SERVICES

Minnesota's courts want to provide the best possible service for persons who require interpreters. Please help us to keep improving by telling us about your experience with the court system.

Language: \_\_\_\_\_

Name of court-appointed interpreter: \_\_\_\_\_

Please rate the questions below based on the following:

1 = strongly disagree    2 = disagree    3 = agree    4 = strongly agree

### GENERAL:

**Court personnel were courteous and respectful.**

\_\_\_1    \_\_\_2    \_\_\_3    \_\_\_4

please specify who (e.g. counter staff, bailiff, judge, etc.):

**An interpreter was available for me when I came to court.**

\_\_\_1    \_\_\_2    \_\_\_3    \_\_\_4

comment:

**Court staff was helpful in assisting me locate the interpreter.**

\_\_\_1    \_\_\_2    \_\_\_3    \_\_\_4

comment:

**I was able to effectively communicate with court staff despite the language barrier.**

\_\_\_1    \_\_\_2    \_\_\_3    \_\_\_4

comment:

### COURT INTERPRETER:

**My interpreter was courteous and respectful.**

\_\_\_1    \_\_\_2    \_\_\_3    \_\_\_4

comment:

**I could communicate well with my interpreter.**

\_\_\_1    \_\_\_2    \_\_\_3    \_\_\_4

comment:

**I believe my interpreter gave a complete & accurate interpretation of what was said in court.**

\_\_\_1    \_\_\_2    \_\_\_3    \_\_\_4

comment:

**My interpreter arrived on time.**

\_\_\_1    \_\_\_2    \_\_\_3    \_\_\_4

comment:

**Overall, I am satisfied with my court interpreter**

\_\_\_1    \_\_\_2    \_\_\_3    \_\_\_4

comment:

**Additional Comments:** \_\_\_\_\_

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**Why are you in court? (Please check ALL that apply)**

- Criminal Court            \_\_\_ Defendant            \_\_\_ Other
- Drug Court                \_\_\_ Defendant            \_\_\_ Other
- General Civil Court      \_\_\_ Plaintiff              \_\_\_ Defendant
- Family Court              \_\_\_ Petitioner            \_\_\_ Respondent
- Domestic Abuse / Harassment Court
- Juvenile Court
- Conciliation Court
- Traffic Court
- Probate
- Juror
- Witness
- Other (Specify) \_\_\_\_\_

DATE you were in court: \_\_\_\_\_ County \_\_\_\_\_

If you are a party in a case, do you have an attorney? \_\_\_\_\_ Yes    \_\_\_\_\_ No

**OPTIONAL:** You need not give us your name or contact information, but it will help us respond to your comments or get more information from you, if necessary. This information will not be released to any non-court agency or individual, except where otherwise provided by law or court rule.

\_\_\_ **YES, YOU MAY CONTACT ME. MY CONTACT INFORMATION IS BELOW.**

\_\_\_ **NO, PLEASE DO NOT CONTACT ME**

Name \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Telephone Number \_\_\_\_\_ **TTY** \_\_\_\_\_

Email \_\_\_\_\_

**THANK YOU FOR GIVING US YOUR FEEDBACK!**

After you fill out this form, please drop it in the Customer Feedback / Suggestion Box (if available) OR give it to the Court Administration staff. Or you may mail or fax it to:

Court Interpreter Program  
Minnesota Judicial Center  
25 Rev. Dr. Martin Luther King, Jr. Blvd., Room 105  
St. Paul, MN 55155

Fax (651) 296-6609 Tel (651) 215-0046

*All feedback forms will go to the local Court Administration Office and Judicial District Office, and will also be sent to the state Court Interpreter Program. Forms will not be released to any non-court agency or individual, except where otherwise provided by law or court rule. **We appreciate your comments!***