

---

## Parents' Rights

# Translation and Interpretation 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 District 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

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

The school will communicate with you—in your preferred 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 will 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 advanced placement and English 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 will 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 will use only competent interpreters who are fluent in English and in your language. The school will make sure interpreters understand any terms or concepts that will be used during the meeting. The school may not use students or children as interpreters.

---

*Our vision is to provide a culturally and linguistically responsive education with the supports needed to ensure equitable access to opportunities that promote language acquisition, bilingualism, biliteracy and lifelong learning.*

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 will make sure interpreters understand their role and the need to keep information confidential. The interpreter might be in-person or over-the-phone and may be a BPS freelancer or an agency contractor.

### Written information

The school will translate important written information into the most common languages spoken in your school district. If you receive information that is not in your language, please let the school know if you would like it translated or explained orally in your language.

### Have questions or concerns? Need support?

---

If you have any questions or would like to request an interpreter or translation, ***your school can help.*** For additional information you can visit the Boston Public schools Translation and Interpretation website.

### Addressing concerns and complaints

---

#### These are your rights!

Under state and federal Civil Rights laws, you have the right to access information in your language.

Ask the main office for a copy of the district's language access policy and procedures. You can also read them online here:

<https://www.bostonpublicschools.org/translation-interpretation>

#### Concerns and complaints

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 contact the school district to share your concerns or for more information about your rights.

Office of Equity

1-617-635-9650 (Phone), 617-635-7940 (Fax) | [www.bostonpublicschools.org/equity](http://www.bostonpublicschools.org/equity)

District Ombudsperson – Carolyn MacNeil

1-617-635-9054 (Phone), 1-857-891-1363 (Cell-Phone) | [cmacneil@bostonpublicschools.org](mailto:cmacneil@bostonpublicschools.org)

Office of English Learners – Director of Translation & Interpretation

---

*Our vision is to provide a culturally and linguistically responsive education with the supports needed to ensure equitable access to opportunities that promote language acquisition, bilingualism, biliteracy and lifelong learning.*

1-617-635-9435 (Phone) | [adowling@bostonpublicschools.org](mailto:adowling@bostonpublicschools.org)

- You can file a complaint.** To file a complaint, explain what happened in writing—in any language—and send it to the District by mail, deliver it by hand or email ([tandicomplaints@bostonpublicschools.org](mailto:tandicomplaints@bostonpublicschools.org)). In addition, the complaint form can be completed online via the Parent Portal Quick Link section of our website. Make sure to keep a copy for your records.

**Address:**

Boston Public Schools  
Office of English Learners  
Translation & Interpretation Unit  
2300 Washington Street  
Roxbury, MA 02119  
Attn: Director of Translation & Interpretation

The District will investigate your complaint and respond to you in writing.

**Please know that Boston Public Schools may not retaliate against you or your child for sharing concerns or filing a complaint.**