

Information from:

1. **Language Access Plan Statement**

Cleburne Independent School District (CISD) has created the following language access plan to provide timely, meaningful language access for Limited English Proficient (LEP) persons within all the programs and activities of Cleburne ISD. Cleburne ISD shall provide free language assistance services to LEP individuals who they encounter or whenever an LEP person requests language assistance services. All Cleburne ISD personnel will inform members of the public that language assistance services are available free of charge to LEP persons and that Cleburne ISD will provide these services to them.

2. **Purpose and Authority**

Following Title VI of the Civil Rights Act of 1964 and the Americans with Disabilities Act, schools must communicate information to limited English proficient parents in a language they can understand about any program, service, or activity that is called to the attention of parents who are proficient in English. This includes, but is not limited to, information related to

- registration and enrollment in school and school programs nondiscrimination
- grievance procedures and notices of
- language assistance programs
- parent handbooks
- report cards
- gifted and talented programs
- student discipline policies and procedures
- special education and related services, and
- requests for parent permission for meetings to discuss special education
- student participation in school activities
- parent-teacher conferences

3. **May my child's school ask my child, other students, or untrained school staff to translate or interpret for me?** No. Schools must provide translation or interpretation from appropriate and competent individuals and may not rely on or ask students, siblings, friends, or untrained school staff to translate or interpret for parents.

4. **Must a school provide language assistance if I request it even if my child is proficient in English and I am somewhat proficient in English?** Yes. Schools must respond to a parent's request for language assistance and remember that parents can be limited English proficient even if their child is proficient in English.

5. Who do I need to contact if I need translation or interpretation at my child’s school?

CISD Campuses		
Irving Jasmyne Reynaga (817)202-2100 jreynaga@c-isd.com	Marti Robert Martin (817)202-1650 rmartin@c-isd.com	Wheat Anahi Villanueva (817)202-1300 AVillanueva@c-isd.com
Cooke Melissa Bowers 817-202-2060 MBowers@c-isd.com	Gerard Amy Brown (817)202-2130 ABrown@c-isd.com	CHS Ruth Rios (817)202-1200 RRiosLopez@c-isd.com
Santa Fe Sarah Bennett (817)202-2300 SBennett@c-isd.com	Coleman Jennifer Ricketts (817)202-2030 JRicketts@c-isd.com	TEAM Marci Funderburk (817)202-2160 MFunderburk@c-isd.com
Adams Jennifer Gaston (817)202-2022 jgaston@c-isd.com	Smith Tawnee Bicknell (817)202-1500 tbicknell@c-isd.com	Phoenix Rachel Bays (817)202-2090 rbays@c-isd.com

Complaint Process

1. A complaint regarding the denial of language access services, or the quality of language access services, including interpreters or translated materials, may be made in person, or in writing.
2. The complaint should specify the date, individuals involved, and the nature of the student/client complaint (i.e. the interpreter was summarizing, or an LEP individual or deaf individual was denied services because they did not bring their own interpreter).
3. All complaints will be directed to the Language Access Coordinator, Christy Burton at cburton@c-isd.com.
4. The Language Access Coordinator will notify the parties within 30 days upon receipt of the complaint of the outcome.
5. Cleburne ISD staff will notify students/clients of the complaint process.
6. The complaint process will be included in the posted notification of the right to an interpreter.