



La educación
es de todos

Mineducación

Protocolo
de atención
PQRSD en

Lengua **Kriol**

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Atenshan tu dih verbal rikwest iina anada nietiv langwij or ofishal dayalek fram dih colombian etnik grup dem.



Dih rikwes , komplien, petishan, an dih dinouns dem weh dih etnik grup dehn present, wih stie regulietid bai dih dikrii 1166 fram, wich hailait dih falowing artikl:

“ARTIKL 2.2.3.12.9. Verbal petishan iina anada ofishal nietiv langwij or dayalek fram Colombia. Dih porsn dem huu ofishaly taak a nietiv langwij or dayalek kyan mek verbal petishan tu eny wan a dih authority dem iina dehn uon langwij or dayalek. Demya authority wi hav tu kriet dehn rispektiv mekanism dat wil garantii dih presentieshan, radikieshan an dih setlment as a evidens a dih petishan dem.

Wen dih entity dehn no fain nobody iina dehn aafis huu kyan interpret dih petishan dairekly, den deh wil rikord dih rait af petishan in eny teknologikal or elektronik miins in ada tu prosiid tu ih subsekwent translieshan an respons”.

Dih ministerio de educacion Nacional establish dih falowing gaidlain dem in ada tu risiid dih pitishan dem fram dih etnik grup dem:



- 1.** Aplai dih fies tu fies general protokuol keir.

- 2.** Verifai if dih porsn kyan taak spanish.

- 3.** If dih porsn kyaan taak spanish den yuh wih aks him tu eksplien inself deh mek som sain or rait dong somting fi mek yuh andastan weh ihn waant.

- 4.** Mek a sain deh aks im tu diliva dih dakument dem so dat yu kyan riily nuo wat dih porsn want.

- 5.** If yuh stil no get fi andastan dih porsn, tel im fih mekout ih rekwes in a verbal or non verbal farm an dis wil bi rekordid iina dehn nietiv langwij bai wan set a piipl huu wi help dem out wid dehn rikwes. If in kies dehn kaal chruu fuon, dehn wi rikord ih.



6. Rikard a video wid dih porsn deh mek ih rikwes, spesifai seh dat dih rikwes deh iina wan nietiv langwij an dat ih niid wan interpritieshan an transliesha iina Spanish, fainaly diliva dih radikiet nomba she yuh risiiv ih.
7. Divelop aal dih nesesery administrietiv prosidio in ada tu fain out huu kyan interpret dih rikwes an how much dis wil kaas. Wans yu kantik dih interprita yu shu giv im aal dih informishan avielabl.
8. Wen yu don risiiv dih translieshan a dih dakument, yu wi send ih tu dih Sitizn Ateshan yunit fih dehn pruoses dih rikwes(fos an sekant level kier.)
9. Dih Sitizn Atenshan yunit wil evaluiet dih rikwes an send ih tu dih kompetent iegensy tu gineriet dih respektiv ansa.
10. Wans dih ansa avielabl send ih tu dih ministry af koltio in aada tu du dih transliesha pruoses.
11. Wen dih translieshan redy dih Sitizn Atenshan Yunit wil diliva ih tu dih porsn weh rikwes dih servis.
12. If in kies dat yu no gat wan aidia how fain dih porsn weh mek out dih rikwes tu giv im dih ansa, get dih informieshan fram dih Sitizn Ateshan Yunit, an dih sopuort af dih direktoriet of dih ministry af koltio tu lokiet dih link af dih komiuniti weh dih aplikant bilang tu in aada tu diliva dih ansa tu di rikwes.

Dih nietiv langwij dem dah paat a fiwi intanjabl kultural an spiritual heritiej; ahn dah fiwi rispansability tu protek dih lingwistik daiversity af owa territory.

Lengua
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