

LANGUAGE ACCESS COMPLAINT FORM (ENGLISH) Non-Compliance with the Dymally-Alatorre Bilingual Services Act

This form may be translated into another language upon request.
Please contact the Equal Employment Rights and Resolution Office at:

California Department of Justice
Office of the Attorney General
Equal Employment Rights and Resolution Office
1300 I Street
Sacramento, CA 95814
(916) 324-5482
email: EERROffice@doj.ca.gov

If you feel we have been unable to serve you because of language barriers or non-compliance with the Dymally-Alatorre Bilingual Services Act, the Department of Justice may be able to provide additional assistance in serving your requested needs.

Please provide the following information and we will attempt to resolve your concern(s) in a timely manner.

First Name:	Last Name:	
Address:	City:	Zip Code:
Day Phone:	E-mail:	
Name of Program/Unit/Section Contacted:		
Phone Number Contacted:	Name of Individual(s) You Spoke With:	
Location of Service (address if known):	Date Service Sought:	

- | | |
|---|---|
| <input type="checkbox"/> Was not provided interpretation services | <input type="checkbox"/> Was not provided translated documents (Explain) |
| <input type="checkbox"/> Interpreters/translators were not competent (List, if known) | <input type="checkbox"/> Unable to access services, programs, or activities (Explain) |
| <input type="checkbox"/> Services were not timely (Explain) | <input type="checkbox"/> Other (Explain below) |

Please describe the service(s) you sought and any other information that may be helpful in resolving your complaint. Use the space below to explain and expand on any of the items checked above.

You may file a complaint against our department for lack of adequate access to your language with the CA Department of Human Resources by calling the toll-free number at 866-889-3278, or the United States Department of Justice, Office of Civil Rights (U.S. Department of Justice, Civil Rights Division), 950 Pennsylvania Ave., NW, Washington, DC 20530-0001.

Privacy Notice As Required by Civil Code § 1798.17

Language Access Complaint Form (English) - JUS 8864

Collection and Use of Personal Information. The Equal Employment Rights & Resolution Office of the Department of Justice (DOJ) collects the information requested on the "Language Access Complaint Form (English)", as authorized pursuant to the Dymally-Alatorre Bilingual Services Act, Government Code section 7290 et seq. (the Act). The DOJ uses this information to further the intent of the Act to provide for effective communication between the state government and the people of this state who are precluded from utilizing public services because of language barriers, as set forth in Government Code section 7291, and also to promote compliance with other provisions of the Act under Government Code sections 7292(a) and 7299.4, subsections (a) and (d). Personal information collected by state agencies is subject to the protections found in the Information Practices Act, Civil Code section 1798 et seq., and state policy. The Department of Justice's general privacy policy is available at <http://oag.ca.gov/privacy-policy>.

Providing Personal Information. Completing this form, by providing your personal information and a description of the services you sought and the language barrier that impeded your receipt of those services, is voluntary. However, if you do not give identification and contact information, and/or you do not provide information about the services that you sought and how your receipt of those services was impeded by a language barrier, then the DOJ may not be able to resolve your particular language barrier concerns and provide the requested services.

Access to Your Information. If you request to do so, you are permitted to inspect all the personal information in any records about you maintained by the DOJ, as provided under the Information Practices Act and other applicable laws. See below for contact information.

Possible Disclosure of Personal Information. In order to provide effective communication between units of the DOJ and members of the public who are impeded from utilizing DOJ's public services because of a language barrier, the Equal Employment Rights & Resolution Office may need to share the personal information you give with other units within the DOJ.

The information you provide may also be disclosed in the following circumstances:

- * In response to a Public Records Act request, as allowed by the Information Practices Act;
- * To another government agency as required by state or federal law;
- * In response to a court or administrative order, a subpoena, or a search warrant.

Contact Information. For questions about this notice or how to access your personal information maintained in records about you, you may contact the Equal Employment Opportunity Officer, EERRForms@doj.ca.gov, 1300 I Street, Sacramento, CA 95814.