

**LANGUAGE ACCESS COMPLAINT FORM**

DBO-EE0 139 (Rev. 10-18)


**Instructions for completing this form and routing it to the person handling this complaint is listed below:**

The Department of Business Oversight's (DBO) policy is to take reasonable steps to overcome language barriers to public services and programs. To do this, our goal is to:

1. Talk to you in your language, and
2. Make vital forms and documents accessible in your language.

Your comments on this form will help us towards that goal. All information is confidential. Please print, and sign the form. Then send it by mail or email as shown below:

**Department of Business Oversight  
Equal Employment Opportunity Office  
1515 K Street, Suite 200  
Sacramento, CA 95814**

**PART A: PERSON MAKING THE COMPLAINT**

<b>FIRST NAME:</b>	<b>LAST NAME:</b>		
<b>STREET ADDRESS:</b>	<b>CITY:</b>	<b>STATE:</b>	<b>ZIP CODE:</b>
<b>TELEPHONE NUMBER:</b>	<b>E-MAIL ADDRESS:</b>		
<b>PREFERRED LANGUAGE:</b>			
<b>IS SOMEONE ELSE HELPING YOU FILE THIS COMPLAINT?</b> YES <input type="checkbox"/> NO <input type="checkbox"/>	<b>IF YES, PROVIDE THEIR NAME BELOW:</b> FIRST NAME: LAST NAME:		

**PART B: NATURE OF THE PROBLEM**
**Check all boxes that apply and explain below:**

- I was not offered an interpreter.
- I asked for an interpreter and was denied.
- The interpreter(s) or translator(s) skills were not competent.
- The interpreter(s) made rude or inappropriate comments.
- The services took too long (Explain below).
- I was not given forms or notices in a language I can understand (List documents needed below).
- I was unable to use services, programs, or activities (Explain below).
- Other (Explain below).



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**DBO's Privacy Notice on Collection**

**DBO Collects and Uses Personal Information:** The DBO collects the information requested on this form pursuant to the Dymally-Alatorre Bilingual Services Act authorizing DBO to collect personal information. The DBO uses this information for the purposes of providing better services to the limited and non-English speaking public. Use of the personal Information DBO collects is subject to limitations contained in the Information Practices Act of 1977 and other applicable state and federal laws.

**Providing Personal Information Is Voluntary:** If you do not want to provide personal information, such as your name, home address or home telephone number, you may remain anonymous. However, we may not be able to contact you or help resolve your issue.

When providing information or documents, please do not include unrequested personal information such as a Social Security number, driver's license number, or financial information.

**DBO May Disclose Your Personal Information:** We may share your personal information with the California Department of Human Resources (CalHR), the Department of Fair Employment and Housing, the Equal Employment Opportunity Commission, and other state and federal government departments as required by law. Your personal information may also be disclosed:

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

**Your Access to Your Personal Information:** You may review the records maintained by DBO that contain your personal information. To request access, contact: DBO Privacy Officer, 1515 K Street, Sacramento, CA 95814, (866) 275-2677.