

STATE OF CALIFORNIA – DEPARTMENT OF BUSINESS OVERSIGHT
COMMENTS OR COMPLAINTS REGARDING DBO PERFORMANCE

DBO 803 (Rev. 01-15)



(The Citizen Complaint Act of 1997, California Government Code Sections 8330-8332, requires that all state agencies provide a method or form on the Internet through which individuals can register complaints or comments relating to the performance of that department/agency.)

PLEASE NOTE: This form is for comments pertaining to the Department of Business (DBO) performance only. Complaints or comments regarding DBO licensees and financial services licensees should be filed through this link: http://www.dbo.ca.gov/Consumers/consumer_services.asp or by calling 1-866-275-2677.

The Department respectfully requests the information in this form to register and respond to your comment or complaint about DBO performance. Thank you for your feedback.

(Please print or type)

Last Name: _____

First Name: _____

Address: _____

City: _____

State: _____

Zip: _____

Home Phone:_(____)_____

Business Phone:_(____)_____

Email: _____

Your prior contact with the DBO was by (check all that apply):

Phone

In person

In writing

E-mail

Other (please specify) _____

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Please describe your comment or complaint about the Department of Business Oversight in detail. Give the date, the name of the person, if applicable, that was involved and any information (i.e., where, what, how) that will help us respond to or resolve your comment or complaint.

Please send your completed form to DBOfeedback@dbo.ca.gov or mail to: California Department of Business Oversight, 1515 K Street, Suite 200, Sacramento, CA 95814, ATTN: DBO Ombudsman.

Once the comment or complaint is received, it will be reviewed and you may be contacted for further information.

Notice Required Under State Law

The following notice is required by state law under the Information Practices Act of 1977 (California Civil Code Section 1798.17).

All information you provide regarding the performance of this Department is voluntary and optional. However, if you choose not to include all or any part of the information requested, the Department may be unable to fully investigate or respond to your comment or complaint.

All investigations are conducted objectively, with a goal of maintaining public confidence and departmental integrity. After completion of the investigation, complaints are directed through the chain of command for an impartial review. After final approval, the citizen is

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provided with a closing written response. Complaints may not always be resolved to a citizen's satisfaction.

We may share your personal information, as needed, with licensed business entities or individuals to facilitate resolution of your comment or complaint. We may also share your information with other government agencies or self-regulatory organizations.

The Commissioner is responsible for the performance of all duties, the exercise of all powers and jurisdiction, and the assumption and discharge of all responsibilities vested by law in the Department. The Commissioner has and may exercise all the powers necessary or convenient for the administration and enforcements of, among other laws, the laws described in Financial Code Section 300. The Commissioner may issue such rules and regulations consistent with law as he or she may deem necessary or advisable in executing the powers, duties, and responsibilities of the Department.

You have a right to see your personal information. The official responsible for maintaining information gathered by the Department of Business Oversight is:

*Office of the General Counsel
Department of Business Oversight
1515 K Street, Suite 200
Sacramento, CA 95814-4052*