



FILING PROCESS FOR LANGUAGE ACCESS COMPLAINTS

Public complaint. Any person who believes that they have not been provided language access services pursuant to Dymally-Alatorre Bilingual Services Act (California Government Code 7290-7299.8) by the California Conservation Corps (CCC) may file a written public complaint with the CCC Equal Employment Opportunity (EEO) Unit. A public complaint is not a discrimination complaint.

Filing. Use the Language Access Complaint Form attached to this document to file your public complaint with the CCC EEO Unit. If you need assistance in filling out the complaint form, a representative from the CCC will attempt to assist you based on the information you provide.

When to File. A public complaint must be filed within a reasonable time after the alleged denial of language access services.

Investigation. If there is a valid complaint, the CCC EEO Unit will investigate the complaint and try to resolve the matter so that language access services are provided. Informal methods, such as conference, conciliation, mediation, and other reasonable methods may be used to resolve the complaint.

Information needed. For the CCC to effectively address your complaint, you or your authorized representative must provide the following information:

- (1) Your name and contact information;
- (2) Date when the incident occurred;
- (3) Name of Program/Unit/Center/Satellite you contacted or attempted to contact and/or where incident occurred;
- (4) Name(s) (if known) of person(s) (if any) involved; and
- (5) Brief description of the problem.

Notification. You will be notified by the CCC EEO Unit once your complaint is received. You will also be informed of the department's response to the complaint and any recommended resolution to the complaint issue.

Withdrawal of Complaint. You may withdraw a complaint at any time by submitting your request in writing to the California Conservation Corps, Equal Employment Opportunity Unit at 1719 24th Street, Sacramento, CA 95816 or by fax to (877) 882-0115.



LANGUAGE ACCESS COMPLAINT FORM

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 California Conservation Corps may be able to provide additional assistance in serving your needs.

This form may be translated into another language upon request. Please contact the California Conservation Corps Equal Employment Opportunity Unit at (916) 341-3196.

Please provide the following information and we will attempt to resolve your concern(s) in a timely manner. Once completed, submit this form and any related documentation to the California Conservation Corps, Equal Employment Opportunity Unit, Fax #: 877-882-0115, or by mail to: 1719 24th Street, Sacramento, CA 95816.

Section I. CONTACT INFORMATION	
Name:	
Address:	
Phone Number:	
Email:	

Section II. COMPLAINT DETAILS	
Date of Incident:	
Name of Program/Unit/Center/Satellite you contacted or attempted to contact:	
Location or Address:	
Language Access Issues:	(Check all that apply) <input type="checkbox"/> Lack of signs informing the public of translation services <input type="checkbox"/> Lack of forms/materials in multiple languages <input type="checkbox"/> Lack of bilingual personnel <input type="checkbox"/> Other: _____
What language did you need assistance with?	<input type="checkbox"/> Cantonese <input type="checkbox"/> Mandarin <input type="checkbox"/> Russian <input type="checkbox"/> Spanish <input type="checkbox"/> Tagalog <input type="checkbox"/> Vietnamese <input type="checkbox"/> Other: _____
Brief Description: <i>Attach additional pages if needed.</i> <div style="border: 1px solid black; height: 80px; width: 100%;"></div>	



Section III. FORM ASSISTANCE	
Did someone assist you in completing this form? <input type="checkbox"/> Yes (<i>input information below</i>) <input type="checkbox"/> No (<i>leave blank</i>)	
Name:	
Organization:	
Phone Number:	
Email:	

DEPARTMENTAL USE ONLY:

Date Received:	
Action Taken:	
Contact Person:	
Phone:	
Email:	

If you feel that our department is unable to assist you, you may call the California Department of Human Resources Language Access Complaint Line at 1-866-889-3278.