

## Language Access Complaint Form

- If the Department of Resources Recycling and Recovery (CalRecycle) has been unable to provide information or services to you because of language (limited-English proficiency) or other communication difficulties, additional language or communication resources may be available to assist you.
- Please complete the following information to help CalRecycle resolve your language related issue.

### Section I Contact Information

First Name	Last Name	E-mail Address (if applicable)	
Street Address	City	State	ZIP Code
Home Phone No.		Other Phone No.	

### Section II Complaint Information

Date of Complaint/Incident	Your primary language
Department/Agency	
Location or Address	
Language Access Issue(s) – 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 do you need assistance with?	
<input type="checkbox"/> Cantonese	<input type="checkbox"/> Spanish
<input type="checkbox"/> Mandarin	<input type="checkbox"/> Tagalog
<input type="checkbox"/> Russian	<input type="checkbox"/> Vietnamese
<input type="checkbox"/> Other: _____	

Description of Complaint/Incident:

CalRecycle will attempt to resolve your language access complaint within 10 working days. If you have any questions, please contact the Bilingual Services Coordinator at [eeo@calrecycle.ca.gov](mailto:eeo@calrecycle.ca.gov).

If a department has not provided the requested translated materials or interpreter services, the person should request to speak to a manager in charge. Departments are required to have a process for receiving language-access complaints and should have information regarding their process posted in their public offices. If the department is unable to assist, or provide the requested language access, the person may contact CalHR for further assistance.

In addition to each department's process, CalHR has established an informal language access complaint process. CalHR's process provides the non-English speaking public with the opportunity to bring their complaints to another entity, should they feel they were not provided with adequate language services at one of California's departments. CalHR has established a toll-free telephone number to receive language access complaints: 1-866-889-3278. This telephone number will connect the person to a voice recorder where they can leave a message explaining the details of the complaint. Someone from the Bilingual Services Program will follow-up and resolution with the department in question will begin.

These voice recordings contain instructions in the English, Armenian, Arabic, Cantonese, Farsi, Japanese, Korean, Mandarin, Punjabi, Russian, Spanish, Tagalog, Vietnamese languages. If the person does not speak one of these languages, they can contact CalHR's Bilingual Services Program at (916) 324-0970. The Bilingual Services Program will attempt to identify the language the person speaks and locate a qualified interpreter fluent in the native language.

For additional information regarding CalHR's language access complaint process, contact the Bilingual Services Program at (916) 324-0970.

Upon completion of the form, please forward it to [EEO@calrecycle.ca.gov](mailto:EEO@calrecycle.ca.gov).