

Language Access

[Español](#)

It is the policy of the California Department of Human Resources (CalHR) to provide service in the language of our customers.

If you feel that we have not provided you with adequate interpretation services or have denied you an available translated document, you may submit a complaint to CalHR's Equal Employment Opportunity Office. Please refer to the Language Access Complaint Process and Complaint Form, available in [Spanish](#) and [English](#).

Language Access Complaint Process

Step 1. File a complaint

Complete the CalHR Complaint Form, or prepare a written complaint that includes the following:

- Name, address and phone number of the person filing the complaint;
- If you are completing the form on behalf of someone else; please provide name, address and phone number of the person alleging denial of language access services
- List language, services and documents needed;
- List name(s), Division(s) and phone numbers of people involved, if known;
- If a complaint was filed with a CalHR employee, provide name and phone number of the employee, the date filed, and the response received.

Submit written complaint to:

**EQUAL EMPLOYMENT OPPORTUNITY OFFICE
CALIFORNIA DEPARTMENT OF HUMAN RESOURCES
1515 S STREET, NORTH BUILDING, SUITE 500
SACRAMENTO, CA 95811**

OR

Email complaints to:

EEOffice@calhr.ca.gov

Step 2. Acknowledgement

CalHR will send an acknowledgement within 10 business days of receipt of the complaint.

Step 3. Informal resolution

Within 45 calendar days of receipt, CalHR will complete the investigation necessary to determine the validity of the alleged violation. If appropriate, CalHR will contact the complainant to discuss the matter and attempt to reach an informal resolution of the complaint. Any informal resolution of the complaint shall be documented and the case will be closed.

Step 4. Written determination

If an informal resolution of the complaint is not reached in Step 3, within 60 calendar days of receipt of the complaint, a written determination as to the validity of the complaint, and description of the resolution, if appropriate, shall be forwarded to the Director or his designee for approval.

Step 5. Final determination and resolution

CalHR shall communicate the determination and resolution to the complainant within 75 calendar days of receipt of the complaint, unless the Director authorizes additional time for further consideration of the complaint. Any authorized extension of time will be communicated to the complainant. Any request for reconsideration of CalHR's response to the complainant shall be at the discretion of the Director.