STATE OF CALIFORNIA
DEPARTMENT OF CONSUMER AFFAIRS

LANGUAGE & AMERICANS WITH DISABILITIES ACT PUBLIC ACCESS COMPLAINT FORM

Please complete the information below if the Department of Consumer Affairs (DCA) has been unable to provide adequate services or information to you because of your language (Limited-English Proficiency) or disability. The DCA will attempt to resolve the matter within 10 working days. If you have any questions, please contact the DCA Equal Employment Opportunity (EEO) Office at (916) 574-8280. Please send completed complaint forms to the DCA EEO Office, at 1625 North Market Boulevard, Suite N-330, Sacramento, California, 95834.

YOUR INFORMATION

NAME	**TELEPHONE NUMBER** (INCLUDE AREA CODE)

ADDRESS (STREET ADDRESS, CITY, STATE AND ZIP CODE)

COMPLAINT DETAILS

DATE SERVICE SOUGHT	**NATURE OF SERVICE** ☐ **EXAMINATION/LICENSING** ☐ **PERSONAL CONSUMER MATTER**	**PERSON WITH WHOM YOU DEALT** **NAME:** **PHONE:**

LOCATION-DCA BOARD, BUREAU, DIVISION OR PHONE NUMBER THROUGH WHICH SERVICE WAS SOUGHT

DESCRIPTION OF SERVICE OR INFORMATION SOUGHT

NATURE OF COMPLAINT (PLEASE ATTACH ADDITIONAL SHEETS, IF NECESSARY)

INFORMATION COLLECTION, USE AND ACCESS: DCA collects the information requested on this form as authorized by the Information Practices Act. The DCA uses this information to follow up on your complaint. If you do not wish to provide personal information, such as your name, home address, or home telephone number, you may remain anonymous. In that case, however, we may not be able to contact you or help you resolve your complaint. You may review the records maintained by the DCA that contain your personal information, as permitted by the Information Practices Act. The DCA will make every effort to protect the personal information you provide to us. However, in order to follow up on your complaint, we may need to share some of the information you give us with DCA employees or with other government agencies. This may include sharing any personal information you gave us. The information you provide may also be disclosed in response to a Public Records Act request, as allowed by the Information Practices Act; to another government agency as required by state or federal law; or, in response to a court administrative order, a subpoena, or a search warrant.

COMPLAINANT SIGNATURE	**DATE**