

State of California, Department of Cannabis Control

## Language Access, Interpreter, or Translation Complaint

Access DCC's site content in languages other than English:

<https://cannabis.ca.gov/language-access/>

## Part 1: Complainant Information

Complete Name:		Preferred Name:	
Email:		Phone:	
Alternate Email:		Alternate Phone:	
Mailing Address (Street, City, State, ZIP):			
Is someone else filing this complaint for you?	<input type="checkbox"/> Yes <input type="checkbox"/> No	If yes, include his/her full name	
Your primary language - written		Your primary language - spoken	
Your primary language - sign		Best time to contact you	

## Part 2: Nature of Complaint

1	The date of the incident that prompted your complaint
2	Name of DCC staff involved, if known
3	Please select one: <input type="checkbox"/> I was denied an interpreter in my chosen language. <input type="checkbox"/> The interpreter(s) skills were not good. <input type="checkbox"/> I was not given translated materials in the non-English language I can understand.



	<input type="checkbox"/> I was unable to use services, programs or activities due to a language barrier. <input type="checkbox"/> Other
4	Please explain in detail the selection above, and/or the actions or circumstances that prompted your complaint, include language and document(s) needed, and business area and names of any DCC staff members, if known.
5	How did you and/or DCC attempt to resolve the problem? List any steps taken to resolve this issue. Please be specific as possible. If you spoke to one of our staff members to resolve this issue before you filed a complaint, provide their name and title, if available.
6	Describe the resolution you are seeking from us.

### Part 3: Submission

Submit this complaint form and any supporting documentation by:

Email: [EEO@cannabis.ca.gov](mailto:EEO@cannabis.ca.gov)

Mail: Equal Employment Opportunity Office

Department of Cannabis Control

P.O. Box 419106

Rancho Cordova, CA 95741-9106

Upon receipt, we will process your complaint, and a representative will contact you.

Questions regarding Language Access Complaints or the process for submitting a complaint can be made to DCC's Equal Employment Opportunity Office by calling (916) 982-9809 or via email at [EEO@cannabis.ca.gov](mailto:EEO@cannabis.ca.gov).

