



# LANGUAGE ACCESS COMPLAINT FORM

## SECTION 1 — COMPLAINT PROCESS

If you think that the Department of Motor Vehicles (DMV) has been unable to serve you due to language or other communication barriers, complete this form and mail it to: **Department of Motor Vehicles, Attn: Bilingual Coordinator, Language Access Complaint Form, 10911 White Rock Road, Suite 300, Rancho Cordova, CA 95670**

## SECTION 2 — CONTACT INFORMATION

FIRST NAME \_\_\_\_\_ LAST NAME \_\_\_\_\_

STREET ADDRESS \_\_\_\_\_

CITY \_\_\_\_\_ STATE \_\_\_\_\_ ZIP CODE \_\_\_\_\_

PHONE NUMBER ( ) \_\_\_\_\_ EMAIL ADDRESS \_\_\_\_\_

PREFERRED METHOD OF CONTACT  
 Telephone  Mail  Email

## SECTION 3 — COMPLAINT DETAILS

DATE OF INCIDENT \_\_\_\_\_

Method of contact  
 In Person  Telephone  Email  Correspondence  Other \_\_\_\_\_

What language do you need assistance with?  
 Armenian  Cantonese  Hindi  Korean  Mandarin  
 Punjabi  Spanish  Tagalog  Vietnamese  American Sign Language  
 Other \_\_\_\_\_

Language access or communication barrier issue(s) (check all that apply):  
 Lack of bilingual personnel  
 Lack of interpreter services  
 Lack of translated forms/materials  
 Lack of signs informing the public of interpreter/translation services  
 Other: \_\_\_\_\_

Location of incident (if incident occurred in a DMV office)  
STREET ADDRESS \_\_\_\_\_

CITY \_\_\_\_\_ STATE \_\_\_\_\_ ZIP CODE \_\_\_\_\_

DESCRIPTION OF INCIDENT  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

## DMV'S LANGUAGE SERVICES POLICY

In accordance with the requirements of the Dymally-Alatorre Bilingual Services Act, DMV is fully committed to providing equal access to departmental programs and services to all persons, including those who are limited English proficient (LEP) or non-English speaking. All departmental programs shall deliver services in ways that recognize individual differences and are sensitive to cultural differences. Dependent on individual needs, effective communication with customers who are LEP or non-English speaking shall be achieved through the use of bilingual staff, translated written materials, and/or contracted interpreter/translation services.

## PRIVACY NOTICE

**Collection and Use of Personal Information.** The Communication Programs Division of the California DMV collects the information on the "Language Access Complaint Form" pursuant to the Dymally-Alatorre Bilingual Services Act, *California Government Code* (CGC) Section 7290, et seq. DMV uses this information to improve communication to the people of this state, as set forth in CGC Section 7291, and to comply with other provisions under CGC Sections 7292(a) and 7299.4 subsections (a) and (d). Personal information collected by state agencies is subject to the protections found in the Information Practices Act, *California Civil Code* Section 1798, et seq., and state policy. DMV's general privacy policy is available at [www.dmv.ca.gov](http://www.dmv.ca.gov).

**Providing Personal Information.** Completing this form is voluntary. However, if you do not provide sufficient information, DMV may not be able to resolve your language concerns and provide the requested services. **Please do not provide any personal information that is not requested such as social security number, driver license number, financial account, medical, or health information, etc.**

**Access to Your Information.** If you request to do so, you may review all personal information in any records about you kept by DMV, as provided under the Information Practices Act and other laws. See below for contact information.

**Possible Disclosure of Personal Information.** In order to provide effective communication between units of DMV and the public, the Communication Programs Division may need to share the personal information you give with other units within DMV. The information you provide may also be disclosed in the following circumstances:

- 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
- In response to a court or administrative order, a subpoena, or a search warrant

**Contact Information.** You may obtain a copy of your public driving record at [www.dmv.ca.gov](http://www.dmv.ca.gov) or at any DMV field office during regular office hours. For assistance with access to your record during office hours or to make an appointment, call **1-800-777-0133**.

For questions about this form, you may contact the **Department of Motor Vehicles, Attn: Bilingual Coordinator, 10911 White Rock Road, Suite 300, Rancho Cordova, CA 95670**.

## CALIFORNIA DEPARTMENT OF HUMAN RESOURCES LANGUAGE ACCESS COMPLAINT PROCESS

If you think DMV has not adequately addressed your request for translated materials or interpreter services, you may file a complaint for lack of adequate access to your language against DMV with the California Department of Human Resources (CalHR) at (866) 889-3278. This telephone number will connect you to a voice recorder where you may leave a message explaining the details of the complaint. The Bilingual Services Program will follow-up for resolution with DMV. These voice recordings contain instructions in the following languages: English, Armenian, Arabic, Cantonese, Farsi, Japanese, Korean, Mandarin, Punjabi, Russian, Spanish, Tagalog, and Vietnamese. For assistance outside of these languages, contact CalHR's Bilingual Services Program at (916) 324-0970.