

LANGUAGE ACCESS COMPLAINT FORM

SECTION 1 — COMPLAINT PROCESS

If you think the Department of Motor Vehicles (DMV) has been unable to serve you due to a language or other communication barrier, complete this form and mail it to: **Department of Motor Vehicles, Attn: Bilingual Coordinator, Language Access Complaint Form, 2415 1st Avenue, MS F115, Sacramento, CA 95818.**

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 ON COLLECTION

- DMV collection of personal information is governed by: *California Information Practices Act*, *Civil Code* §1798 et seq; *Government Code (GC)* §11015.5; *California Public Records Act* GC §6250 et seq.; *California Vehicle Code (CVC)* §1808; *Driver's Privacy Protection Act* (18 *United States Code* §§2721-2725).
- The information collected may be shared with authorized service providers and state and/or local agencies that support the program.
- All information on this form is optional.
- DMV uses this information to improve communication for limited English or non-English speaking customers, per the Dymally-Alatorre Bilingual Services Act.
- Failure to provide optional information may result in the inability to address language concerns and provide services.
- You have the right to review and request corrections/deletions of DMV maintained records containing your personal information. Please visit **dmv.ca.gov** for more information on the *California Information Practices Act*.
- Questions about this form should be directed to the Office of Civil Rights and Resolution, 2415 1st Avenue, MS F115, Sacramento, CA 95818 or **dmvlanguageservices@dmv.ca.gov**.
- For privacy policy questions or requests, contact us at: DMV Chief Privacy Officer, 2415 First Avenue, MS F127, Sacramento, CA 95818 or (916) 657-6340.

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.