

Access to Services in Your Language: Complaint Form

Please print, sign, and send the form by mail or fax.

<p>Person making the complaint:</p> <p>First Name: _____ Last Name: _____</p> <p>Street Address: _____</p> <p>City: _____ State: _____ Zip Code: _____</p> <p>Preferred language: _____ E-mail address (if available): _____</p> <p>Home phone: _____ Other phone: _____</p> <p>Is someone else helping you file this complaint? Yes <input type="checkbox"/> No <input type="checkbox"/> If 'Yes', include their:</p> <p>First name: _____ Last Name: _____</p>
<p>What was the problem? Check all the boxes that apply and explain below.</p> <p><input type="checkbox"/> I asked for an interpreter and was denied</p> <p><input type="checkbox"/> The Interpreter(s) or translator(s) skills were below standard (List their names, if known)</p> <p><input type="checkbox"/> Services were not timely</p> <p><input type="checkbox"/> I was not given forms or notices in a language I can understand (List documents needed below)</p> <p><input type="checkbox"/> I was unable to use services, programs or activities (Explain below)</p> <p><input type="checkbox"/> Other (Explain below)</p>
<p>When did problem happen? Date (MM/DD/YY): _____ Time: _____ <input type="checkbox"/>AM <input type="checkbox"/>PM</p> <p>Where did problem happen? _____</p> <p>Describe what happened. Please be specific. Use additional pages as needed. Print your name on each sheet. List language, services and documents needed. Include names, address and phone numbers of people involved, if known.</p>
<p>Did you complain to anyone from the Department/Agency? Who and what was the response? Please be specific.</p>
<p style="text-align: center;">I certify that this statement is true to the best of my knowledge and belief.</p> <p>Signature: _____ Date (MM/DD/YY): _____</p> <p style="text-align: center;">(Person making the complaint)</p>
<p style="text-align: center;">Do not write in this box. For office use only.</p> <p>Date: _____ Reviewer: _____</p> <p>Resolution: _____</p>

NOTICE TO INDIVIDUALS FILING A PUBLIC COMPLAINT

- Public complaint - Any person who believes that they have not been provided language access services by a state agency or a covered entity may file a written complaint with the California Department of Veterans Affairs (CalVet). A public complaint is not a discrimination complaint.
- Investigation – If there is a valid complaint, CalVet will investigate the complaint and try to resolve the matter so that language access services are provided. Informal methods, such as conference, conciliation, or mediation, will be used to resolve the complaint.
- Filing – Use the Language Access Complaint Form to file your public complaint with CalVet. If you need help in filling out the complaint, a representative from CalVet will assist you in completing the form based on the information you provide.
- Information needed – You or your authorized representative must sign the completed form. You must provide the following information for the complaint:
 - 1) Your name and contact information;
 - 2) Date when the problem occurred;
 - 3) Name of the Agency/Division/Unit where the problem occurred;
 - 4) Name of the person involved with the problem occurred; and
 - 5) Nature of the problem described in sufficient detail.
- Right to representation/No right to sue – You have the right to be represented by an attorney or other individual of your choice. However, please note that only informal methods (listed above) will be used to resolve any public complaint. All public complaints will be handled in a non-judicial, non-administrative hearing manner.
- Notification – You will be notified when CalVet receives your complaint. You will also be informed of the agency’s response to any recommendation that the Secretary makes regarding your complaint.
- Withdrawal of Complaint – You may withdraw your complaint at any time. The withdrawal must be made in writing.
- When to file – A public complaint must be filed within a reasonable time after the alleged denial of access, participation in services, programs or activities.