

**DEPARTMENT OF BUSINESS OVERSIGHT***Ensuring a Fair and Secure Financial Services Marketplace for all Californians***MEMORANDUM****To:** All Employees**Date:** June 26, 2015**From:** Jan Lynn Owen, Commissioner**Subject:** Language Access Complaint Process

Department of Business Oversight (DBO) policy requires the DBO and its employees to take reasonable steps to reduce language barriers that impede access to public services and programs. Our goal is to provide equal services to limited and non-English speaking customers. To help accomplish this objective, the DBO has created a "Language Access Complaint Form" for customers to comment on services they deem insufficient.

The following procedures should be followed when customers inquire about filing language-related complaints:

To help customers file a language access complaint form, DBO employees should follow the following procedures:

- DBO employees will provide the customer a Language Access Complaint Form.

Language Access Complaint Form  
Formulario De Queja De Acceso A Idioma

- DBO employees will help the customer complete the form.
- DBO employees will accept the form when completed by the customer.
- If a DBO employee is certified in the customer's language, the employee will contact the customer to discuss the complaint and identify the issue.
- If a DBO employee speaks the customer's language, but is not certified in the language, the DBO will ensure the employee can sufficiently communicate in the language before the employee contacts the customer.
- If the customer's language is not spoken by a DBO employee, the DBO will use a contract service provider when contacting the customer to discuss and identify the issue.
- Employees will contact the DBO's Equal Employment Opportunity Office to make them aware of the complaint.
- The EEO Office will follow up to ensure the complaint has been properly resolved.
- DBO will ensure the complaint is resolved within five (5) business days.
- The EEO Office will inform CalHR of the complaint and resolution reached.
- The EEO Office will enter the complaint, and information related to the complaint and its resolution, into the DBO's Excel tracking system.
- Language Access Complaint Forms received by DBO will be retained for three (3) years.