



LANGUAGE ACCESS COMPLAINT FORM

If you feel we have been unable to serve you because of language barriers or non-compliance with the Dymally-Alatorre Bilingual Services Act, CAL FIRE may be able to provide additional assistance in serving your requested needs. Please provide the following information and we will attempt to resolve your concern(s) in a timely manner.

YOUR FIRST NAME		YOUR LAST NAME	
HOME PHONE		OTHER PHONE	
STREET ADDRESS		CITY	
STATE		ZIP	
Is someone else filing this complaint for you?	<input type="checkbox"/> YES	<input type="checkbox"/> NO	
If yes, please include their FIRST NAME		LAST NAME	
NATURE OF COMPLAINT (please select one)			
<input type="checkbox"/> Lack of assistance by CAL FIRE staff in your language.			
<input type="checkbox"/> Lack of translated materials in your language.			
<input type="checkbox"/> Interpreter available was not skilled/knowledgeable.			
<input type="checkbox"/> Translations were not accurate.			
<input type="checkbox"/> Other: Explain			
Describe briefly what happened. Please provide specific names and addresses where possible. (Attach additional pages as needed.)			
How did you and CAL FIRE attempt to resolve the problem? Please be specific as possible.			
<i>I certify that this statement of my complaint above and on any pages attached is true to the best of my knowledge and belief.</i>			
SIGNATURE		DATE (MM/DD/YYYY)	



You may file a complaint against our department for lack of adequate access to your language with the CA Department of Human Resources, 1515 S Street, Sacramento, CA 95814.

Personal Information Notice

Pursuant to the [Federal Privacy Act \(P.L. 93-579\)](#) and the [Information Practices Act of 1977 \(Civil Code Sections 1798, et seq.\)](#), notice is hereby given for the request of personal information by this form. The requested personal information is voluntary. The principal purpose of the voluntary information is to facilitate the processing of this form. The failure to provide all or part of the requested information may delay processing of this form. No disclosure of personal information will be made unless permissible under [Article 6 of the Information Practice Act of 1977 \(Civil Code Section 1798.24\)](#). Each individual has the right, upon request and proper identification, to inspect all personal information in any record maintained on the individual by an identifying particular. Direct any inquiries to calfire.cpo@fire.ca.gov.