



BETTY T. YEE

California State Controller

Language Access Complaint Process

The State Controller's Office is fully committed to ensuring that all persons accessing its services are provided these services in an appropriate and timely manner. The Dymally-Alatorre Bilingual Services Act requires the State Controller's Office to provide effective communication to all people utilizing public services. If you feel we were unable to serve you because of a language barrier (limited-English proficiency) or other communication differences, the State Controller's Office may be able to provide additional communication assistance that will assist you with the information or services you have requested.

Please take the following steps to resolve your language or communication assistance needs:

- Contact our EEO/Disability Office at (916) 324-2223 or (916) 323-3055 Monday through Friday from 8:00 a.m. to 5:00 p.m. The EEO/Disability Office is available to receive your calls during these hours. Customers can also leave a recorded phone message after 5:00 p.m.
- Also, you can fill out the Language Access Complaint Form and mail it to the State Controller's EEO/Disability Office at 300 Capitol Mall, Suite 275, Sacramento, CA 95814 along with any supporting documentations.

The State Controller's Office will attempt to resolve your concern within five (5) business days.

The State Controller's EEO/Disability Office
300 Capitol Mall, Suite 275, Sacramento, CA 95814
◆ (916) 324-2223 ◆ Fax: (916) 445-6689

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