

LANGUAGE ACCESS COMPLAINT PROCESS

The State Council on Developmental Disabilities (SCDD) 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 SCDD to provide effective communication to all people utilizing public services. If you feel SCDD was unable to serve you because of a language barrier (limited-English proficiency) or other communication differences, SCDD may be able to provide additional communication assistance that will assist you with this information or services you have requested.

SCDD's EEO/Disability Office is responsible for receiving, investigating and resolving all language access complaints.

Please take the following steps to report your complaint:

- Contact State Council on Developmental Disabilities EEO/Disability Office at (916) 263-7919 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 message after 5:00 p.m.
- Please fill out the Language Access Complaint Form and either mail it to our EEO/Disability Office at 3831 North Freeway Blvd. #125, Sacramento, CA 95834, along with any supporting documentation or email it to council@scdd.ca.gov.

Steps we will take to resolve your complaint once we receive it in our office:

1. SCDD's EEO/Disability Office will enter the complaint into their language access complaint tracking system.
2. SCDD's EEO/Disability Office will notify the California Department of Human Resources (CalHR) that they have received a complaint and will keep them posted on how it is being resolved.
3. SCDD's EEO/Disability Office will try to resolve the complaint within 5 business days of receiving the complaint.