

# LANGUAGE ACCESS COMPLAINTS

The Employment Development Department (EDD) is fully committed to ensuring that all customers, including Limited English Proficiency (LEP) customers whose primary language is not English, are provided equal access to all available programs, services, and information. LEP customers ***shall not*** be denied or limited in their access to the EDD program and services.\*

## ▶ LANGUAGE ACCESS COMPLAINT FORM

Complete the EDD DE 8123 Form (EDD's Comments, Suggestions, and/or Complaints) which is available in the following languages:

- **English**   ● **Mandarin**   ● **Cantonese**   ● **Armenian**
- **Spanish**   ● **Vietnamese**   ● **Tagalog**

## ▶ HOW TO FILE A LANGUAGE ACCESS COMPLAINT



**In person**

1. At any EDD public site
- ▶ 2. EDD's Equal Employment Opportunity Office  
800 Capitol Mall  
Sacramento, CA 95814

**or**

3. California Department of Human Resources (CalHR) Equal Employment Opportunity Office  
1515 S Street, Suite 500  
Sacramento, CA 95811



**Email**

- ▶ eeomail@edd.ca.gov

**or**

- ▶ bilingual@calhr.ca.gov



**Mail**

- ▶ EDD Equal Employment Opportunity Office  
P.O. Box 826880, MIC 49  
Sacramento, CA 94280-0001

**or**

- ▶ Equal Employment Opportunity Office  
California Department of Human Resources  
1515 S Street, North Building,  
Suite 500, Sacramento, CA 95811



**Telephone**

- ▶ EDD EEO Office: 1-916-654-8434  
Fax: 1-916-654-9371  
TTY: 1-800-815-9387  
California Relay Service: 711

*\* Per the Dymally-Alatorre Bilingual Services Act (Government Code 7290-7299.8), Executive Order 13166, and Title VI of the Civil Rights Act of 1964.*

EDD is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Requests for services, aids and/or alternate formats need to be made by calling 1(866) 490-8879 (voice). TTY users, please call the California Relay Service at 711.