

# 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 EDD programs, benefits, services, and information.\*

The Language Access Complaints Form can be found here:

## ▶ **LANGUAGE ACCESS COMPLAINT FORM (DE 8123)**

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

- **Arabic**
- **Armenian**
- **Chinese - Simplified**
- **Chinese - Traditional**
- **English**
- **Farsi**
- **Hindi**
- **Japanese**
- **Korean**
- **Mon-Khmer**
- **Punjabi**
- **Russian**
- **Spanish**
- **Tagalog**
- **Thai**
- **Vietnamese**

## ▶ **HOW TO FILE A LANGUAGE ACCESS COMPLAINT**



**In Person**

- ▶ At any EDD public site



**Email**

- ▶ [eeomail@edd.ca.gov](mailto:eeomail@edd.ca.gov) or [bilingual@calhr.ca.gov](mailto:bilingual@calhr.ca.gov)



**Mail**

- ▶ EDD EEO Office or CalHR EEO Office  
P.O. Box 826880, MIC 49  
Sacramento, CA 94280-0001  
1515 S Street, North Building,  
Suite 500, Sacramento, CA 95811



**Telephone**

- ▶ EDD EEO Office: or CalHR EEO Office  
1-866-490-8879  
Language Access Line:  
Fax: 1-916-654-9371  
1-866-889-3278  
TTY: 1-800-815-9387  
California Relay Service: 711  
California Relay Service: 711

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