



Office of Tax Appeals

Language Access Complaint Process

The Office of Tax Appeals 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 Office of Tax Appeals 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 Office of Tax Appeals 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 report your complaint:

- Contact our Equal Employment Opportunity Officer at (916) 292-1434. Customers can also leave a recorded message.
- Also, you can fill out the Language Access Complaint Form and mail it to the Office of Tax Appeals Equal Employment Opportunity Office at 400 R Street, Suite 367, Sacramento, CA 95811 along with any supporting documentations.

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

The Office of Tax Appeals is in charge of receiving, investigating and resolving all language access complaints.

- 1) The Equal Employment Opportunity Officer will enter the complaint into their language access complaint excel tracking system.
- 2) The Equal Employment Opportunity Officer will notify California Department of Human Resources (CalHR) that they have received a complaint and will keep them posted on how it is being resolved.
- 3) The Equal Employment Opportunity Officer will try to resolve the complaint within 5 days of receiving the complaint.