

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.*

▶ 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 (EEO) Office
800 Capitol Mall
Sacramento, CA 95814
- or
- ▶ 3. California Department of Human Resources (CalHR) EEO Office
1515 S Street,
North Building, Suite 500
Sacramento, CA 95811



Email

- ▶ eeomail@edd.ca.gov
- or
- ▶ bilingual@calhr.ca.gov



Mail

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



Telephone

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

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.