



# Department of Building Inspection

## LANGUAGE ACCESS COMPLAINT FORM

The purpose of this form is to record complaints related to language access services. Please return this form and any related documentation to: Communications, Department of Building Inspection, 1660 Mission Street, San Francisco, CA 94103 or email [dbicustomerservice@sfgov.org](mailto:dbicustomerservice@sfgov.org).

<b>Today's Date</b>	__/__/__ (MM/DD/YYYY)	
<b>Name</b>		
<b>Contact Information</b>	Email:	Phone:
	Mailing Address:	

COMPLAINT DETAILS			
<b>Date of Incident</b>	__/__/__ (MM/DD/YYYY)	<b>Time (if known)</b>	<input type="checkbox"/> __ a.m. <input type="checkbox"/> __ p.m.
<b>Department</b>			
<b>Address</b>			
<b>Language Access Issues (check all that apply)</b>	<input type="checkbox"/> 1. I was not informed about my right to request language access services <input type="checkbox"/> 2. Lack of translated forms/written materials or publicly-posted documents <input type="checkbox"/> 3. Lack of bilingual employees to provide assistance in my language <input type="checkbox"/> 4. Lack of recorded telephone messages in my language <input type="checkbox"/> 5. Poor quality of interpretation services/poor quality of translated documents <input type="checkbox"/> 6. Delayed access services in my language <input type="checkbox"/> 7. Other (please specify) _____		
<b>What language did you need assistance with?</b>	<input type="checkbox"/> Cantonese <input type="checkbox"/> Spanish <input type="checkbox"/> Russian <input type="checkbox"/> Other (please specify) _____ <input type="checkbox"/> Mandarin <input type="checkbox"/> Filipino <input type="checkbox"/> Vietnamese		
<b>Description of the Complaint</b> (attach additional pages if necessary)			
	<b>Additional pages attached?</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No	

FORM ASSISTANCE		
<b>Did someone assist you in completing this form?</b>	<input type="checkbox"/> Yes (Input information below)	<input type="checkbox"/> No (Leave Blank)
<b>Assisted by</b>	<b>Name</b>	<b>Department/Organization</b>
<b>Contact Information</b>	Email:	Phone:
	Mailing Address:	