



CALIFORNIA LOTTERY
LANGUAGE ACCESS COMPLAINT

It is the policy of the California State Lottery (Lottery) to assist individuals who would otherwise be precluded from accessing Lottery information and services because of a language barrier. Access to Lottery information may be provided through the use of certified bilingual employees, interpreters, translated material, or other available bilingual resources. If you believe you have not been provided the assistance you requested, you may report your language access complaint to the Lottery manager or complete this form and mail it to:

California State Lottery
 Attn: Executive Division (EEO Officer)
 700 North 10th Street
 Sacramento, CA 95811

YOUR INFORMATION

COMPLAINANT NAME

RESIDENCE ADDRESS (STREET ADDRESS, CITY, STATE, AND ZIP CODE)

BUSINESS ADDRESS (STREET ADDRESS, CITY, STATE, AND ZIP CODE)

BUSINESS TELEPHONE NUMBER (INCLUDE AREA CODE)

RESIDENCE TELEPHONE NUMBER (INCLUDE AREA CODE)

COMPLAINT INFORMATION

DATE OF COMPLAINT/INCIDENT

LOTTERY OFFICE OR REPRESENTATIVE INVOLVED IN YOUR COMPLAINT (IF KNOWN)

WHAT LANGUAGE DO YOU NEED ASSISTANCE WITH?

CANTONESE

SPANISH

MANDARIN

VIETNAMESE

OTHER _____

DESCRIPTION OF COMPLAINT / INCIDENT

PLEASE PROVIDE A DESCRIPTION OF SERVICES SOUGHT OR DOCUMENTS NEEDED (IF KNOWN). ATTACH ADDITIONAL PAGES AS NECESSARY.

THE LOTTERY WILL ATTEMPT TO RESOLVE YOUR LANGUAGE ACCESS COMPLAINT WITHIN 10 WORKING DAYS OF RECEIPT OF THIS FORM. IF YOU HAVE ANY QUESTIONS, PLEASE CONTACT THE BILINGUAL SERVICE COORDINATOR AT (916) 822-8104.

COMPLAINANT SIGNATURE

DATE