

**Department of Forestry and Fire Protection**  
**Language/Communication Assistance Resolution Process (1412)**  
**(No. 11 OCTOBER 2008)**

If you believe we have been unable to provide you with assistance because of a language communication issue related to your limited English proficiency, please let us know. The Department may be able to offer additional language communication assistance to you that will enable you to access the information or services you requested from the Department.

To assist us in resolving your language communication issue, please:

- Call our 24-hour telephone number at (916) 653-0946. Between 8:30 a.m. and 4:30 p.m., Monday through Friday, we will be able to take your verbal complaint in any language. After 4:30 p.m., and on weekends and State holidays, the phone line is not staffed. During those times, you may leave a recorded message, and the staff will respond to you during the next workday.
- Be prepared to provide:
  - 1) your name, address, and telephone number or message number
  - 2) the date and location of the service sought
  - 3) a description of the service sought by you

The Department will attempt to resolve your concern within five working days.

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