



## IDPH Language Access Complaint Form

Federal and State laws and regulations require the State of Illinois to comply with all nondiscrimination laws, including but not limited to the federal Civil Rights Act of 1964, the Americans with Disabilities Act, and the Illinois Human Rights Act. This includes ensuring that all individuals can meaningfully access State of Illinois services, benefits, and programs. If you feel have been denied and/or restricted access to State services, benefits, or programs on the basis of your age, race, sex, disability, national origin, sexual orientation, or any other protected reason, please complete this form and submit to: [dph.cmhs.info@illinois.gov](mailto:dph.cmhs.info@illinois.gov)

### Information About You

**Your Name and Address:**

Name

Address

City

State

ZIP Code

**Your Telephone Number(s) and Email:**

Home

Alternate

What is a convenient time to contact you?

AM

PM

Email

### Basis of Complaint:

Please check all that apply

Race

Sex

Gender Identity

Disability

Color

Age

Pregnancy

Retaliation

Religion

National Origin

Citizenship Status

Sexual Harassment

Sexual Orientation

Language Access

Arrest Record

Other

### Information About Your Complaint

Please identify the State of Illinois Office (or other location) where the incident(s) about which you are complaining occurred:

Please identify as best you can the State of Illinois employee(s) and/or other person(s) involved in the incident(s):

Please identify the approximate time(s) and date(s) when the incident(s) occurred:

Please describe your problem or concern. Be sure to include such information as: who was involved and what they did and/or said, including any offensive or derogatory language used; if you feel that you, or another, were treated differently than others; if you tried and were not able to access State information or services; and any other information you think is important. If you require additional space or have additional written material pertaining to your complaint, please attach to this form.

Do you have witnesses who have information about your complaint? If so, please state their names, addresses, and phone numbers.

Name	Address	Telephone Number

### Language Access:

Please complete this section if your complaint concerns access to government services in the language that you speak or write.

1. What language(s) do you speak?
2. Do you read and write in your language?
3. Did you have help completing this form?

If you answered "Yes" to #3, please list the name and contact information for the person who assisted you:

I certify that I have read this complaint, and that the information that I have provided is true and accurate to the best of my knowledge.

Signature

Date