

State of Hawaii
Department of Labor and Industrial relations
OFFICE OF LANGUAGE ACCESS (OLA)

NOTICE TO INDIVIDUALS FILING A PUBLIC COMPLAINT

- Public complaint. Any person who believes that they have not been provided language access services by a state agency or a covered entity may file a written public complaint with OLA. A public complaint is not a discrimination complaint.
- Investigation. If there is a valid complaint, OLA will investigate the complaint and try to resolve the matter so that language access services are provided. Informal methods, such as conference, conciliation, mediation, or persuasion, will be used to resolve the complaint.
- Filing. Use the Language Access Public Complaint Form (OLA CF1) to file your public complaint with OLA. If you need help in filling out the complaint form, a representative from OLA will assist you in completing the form based on the information you provide.
- Information needed. You or your authorized representative must sign the completed form. You must provide the following information for the complaint:
 - (1) Your name and contact information;
 - (2) Date when the problem occurred;
 - (3) Name of the state agency or organization where the problem occurred;
 - (4) Name of the person involved when the problem occurred; and
 - (5) Nature of the problem described in sufficient detail.
- Right to representation; No right to sue. You have the right to be represented by an attorney or other individual of your choice. However, please note, that only informal methods (listed above) will be used to resolve any public complaint. There is no right to sue under Hawaii's Language Access laws. All public complaints will be handled in a non-judicial, non-administrative hearing manner.
- Notification. You will be notified when OLA receives your complaint. You will also be informed of the agency's response to any recommendation that the Executive Director makes regarding your complaint.
- Withdrawal of Complaint. You may withdraw your complaint at any time by submitting a Withdrawal of Complaint Form, OLA CF2.
- When to File. A public complaint must be filed within a reasonable time after the alleged denial of access to or participation in services, programs, or activities.

- **Discrimination & other complaints.** Although there is no right to file a lawsuit under Hawaii's language access laws, you may be able to file a discrimination or other complaint with the government agencies listed below within time frames specified by those agencies. Please note that you are responsible for inquiring directly with these agencies on the steps necessary for redress with them.

State of Hawaii

Hawaii Civil Rights Commission
(Employment Discrimination)
Princess Keelikolani Bldg.
830 Punchbowl Street, Room 411
Honolulu, HI 96813
Phone: (808) 586-8636 (Voice/TTD)
Fax: 808 586-8655
Email: info@hicrc.org

Office of the Ombudsman
Kekuanaoa Building, 4th Floor
465 South King Street
Honolulu, HI 96813
Phone: (808) 587-0770 (Voice)
Facsimile: (808) 587-0773
TTY: (808) 587-0774
e-mail: complaints@ombudsman.hawaii.gov

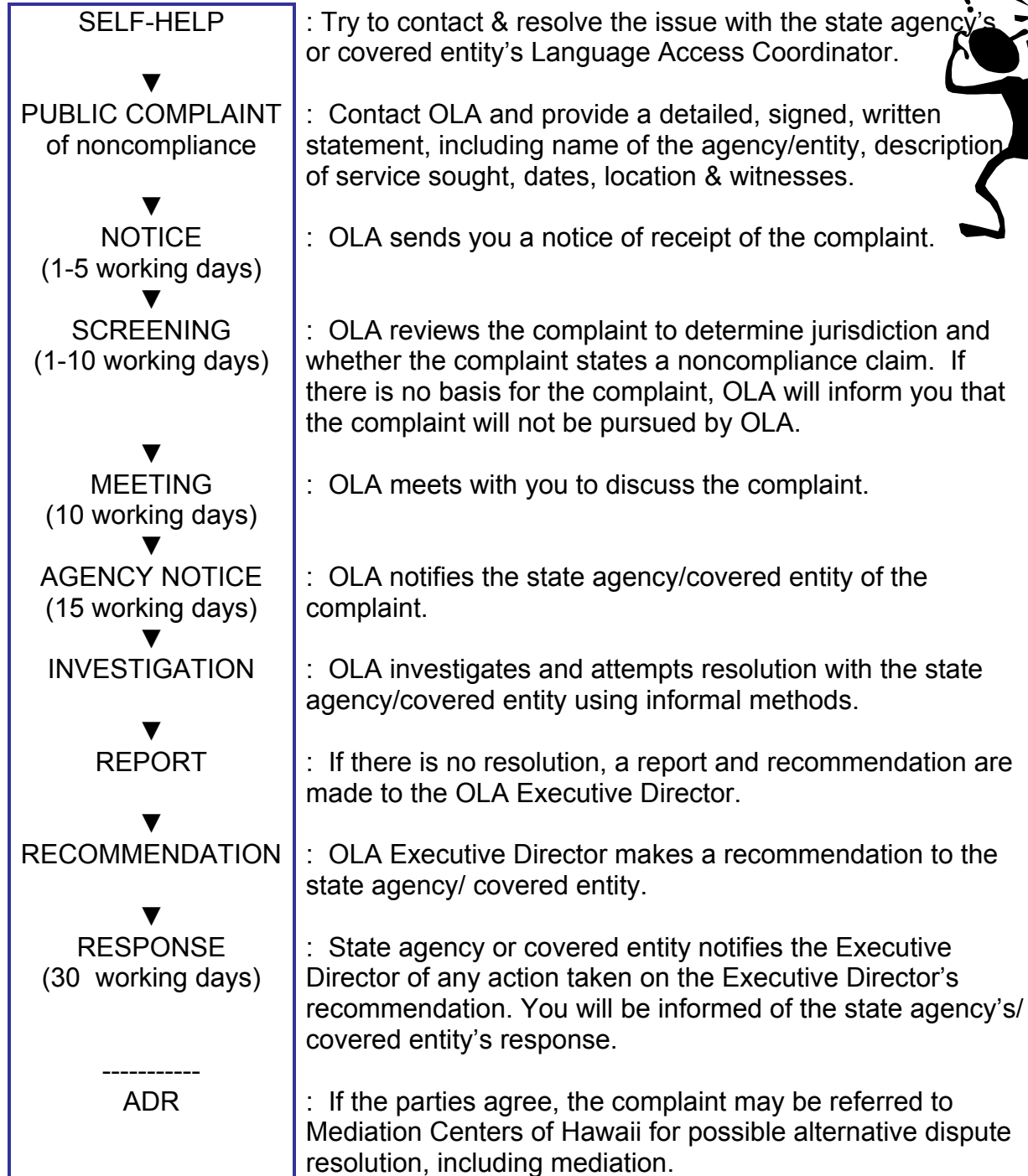
Federal

U.S. Department of Justice
Coordination and Review Section NWB
Civil Rights Division
U.S. Department of Justice
Pennsylvania Ave NW
Washington, D.C. 20530
(202) 307-2222 (voice)
(202)307-2678 (TDD)
<http://www.usdoj.gov/crt/cor/Pubs/t6broch.htm>

U.S. Department of Labor
(Employment Discrimination)
Director, Civil Rights Center
200 Constitution Avenue, N.W., Room N-4123
Washington, D.C. 20210
Voice: (202) 693-6502
TTY (202) 693-6515

U.S. Equal Employment Opportunity
Commission **(Employment Discrimination)**
300 Ala Moana Blvd., Room 7-127
Honolulu, HI 96813
Phone: (808) 541-3120 OR 1-800-669-4000
Fax: 808-541-3390
TTY: 1-800-669-6820

What can I do if I am not provided language access services?



Discrimination & Other Complaints. You may also file a discrimination or other complaint with other state & federal government offices while an OLA complaint is pending.

Withdrawing a Complaint. You may withdraw your public complaint at any time.