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**DCSE Policy & Procedures Unit**  
**Policy Update**  
**PPU 10-02-006**  
**February 26, 2010**

**SUBJECT: Limited English Proficiency Complaint Procedures**  
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Please contact the Policy Unit if you have any questions regarding these or any other changes at  
\*DCSE-POLICYQUESTIONS, CSE.POLICY or (602) 771-8127.

*The IV-D PARTNERS should send POLICY inquiries directly to [DCSE-POLICYQUESTIONS@azdes.gov](mailto:DCSE-POLICYQUESTIONS@azdes.gov)*  
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DCSE shall provide quality and timely assistance services to customers with limited English proficiency (LEP).

Each local office will designate a staff member responsible for resolving LEP complaints. The staff member will act as a specialist for the DES Director's Office of Equal Opportunity (DOEO).

When any person expresses an interest in filing a written LEP complaint, designated staff shall take the following actions:

1. Explain the discrimination complaint process using the Discrimination Complaint (J-098) form that is available in the DES Digital Library.
2. Complete the Discrimination Complaint (J-020) form.
3. Document the LEP complaint on the complaint log (CSE-1173A). Local office management maintains the complaint log.
4. Fax or Interoffice Mail the J-020 to the Administrative Director of DES.

The J-098, J-020, and CSE-1173A forms are available in the Digital Library.

When complaints are filed through DES, DOEO completes the following:

1. Notifies in writing the person or participant filing the complaint that a written response is sent upon completion of the investigation.
2. Notifies in writing the person or participant filing the complaint of the right to file directly with the correct federal office when a resolution is not reached through the DOEO procedure.
3. Provides a copy of the complaint charged to the Assistant Director of DCSE.
4. Conducts an investigation.

LEP procedures may be found in OPKM under the book titled Limited English Proficiency.

**Staff are urged to view this information directly on OPKM and not create a separate personal file. Click on the link <http://dcsepc>. You will find this Policy Update in Policy Updates 2010.**