

To: Chair Kennelly, Vice Chair Chaudhary
 Members, Immigrant Rights Commission
 Jorge Rivas, Executive Director

From: Chloe Noonan, Policy and Civic Engagement Officer

Re: Quarterly Report - Language Access Complaints

Date: January 8, 2024

As mandated by the Language Access Ordinance, the Office of Civic Engagement and Immigrant Affairs (OCEIA) must provide a quarterly report to the Immigrant Rights Commission regarding language access complaints received by OCEIA.

Reporting Period (October 2023 – January 2024)

OCEIA received one (1) complaint since our last report.

Department	Description	Language(s)	Status
N/A – Private Medical Facility	A community member expressed concerns about the lack of Spanish interpretation provided at a private medical facility where a family member was receiving treatment.	Spanish	Closed.

Previous Report Comparison

Time Frame	Total complaint(s) received
April 2023 – September 2023	2

