DC Language Access Complaint Process

1. **Submission**
   - Pre-complaint Questionnaire
     (Online, in person, mail, or over the phone)

2. **Pre-Inv. Resolution**
   - LA Director mediates for fast-track resolution
     (45 days or less)

3. **Intake**
   - Intake Interview

4. **Full Investigation**
   (3 months)

5. **Final Decision by OHR Director**

6. **Reconsideration of decision**
   (15 days)

7. **Appeal**
   (30 days)

Any agency found in non-compliance must work with the Language Access Director to develop and implement corrective actions.