

To: Chair Souza, Vice Chair Ng
Members, Immigrant Rights Commission
Jorge Rivas, Executive Director, OCEIA

From: Ana I. De Carolis, Language Access and Policy Manager, OCEIA

Re: Quarterly Report - Language Access Complaints

Date: October 21, 2026

Language Access Ordinance Quarterly Report

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 (July 2026 – September 2026)

OCEIA received zero (0) language access complaints during the reporting period.

Number of complaints filed, year-to-date.

Time Frame	Total Complaint(s) received
January 2026 – October 2026	8 complaints were filed with OCEIA during this time frame.

Comparison with the filings for the previous year

Time Frame	Total Complaint(s) received
July 2025 – September 2025	5 complaints were received during that period.

Trends and Analysis

No LAO complaints were received during the reporting period.

