

CITIZEN COMMENT OR COMPLAINT

Notice Required Under State Law

The following notice is required by state law under the Information Practices Act of 1977 (California Civil Code Section 1798.17).

All information you provide regarding the performance of this Department is voluntary and optional. However, if you choose not to include all or any part of the information requested, the Department may be unable to fully investigate or respond to your comment or complaint.

All investigations are conducted objectively, with a goal of maintaining public confidence and departmental integrity. After completion of the investigation, complaints are directed through the chain of command for an impartial review. After final approval, the citizen is provided with a closing written response. Complaints may not always be resolved to a citizen's satisfaction.

We may share your personal information, as needed, with licensed business entities or individuals to facilitate resolution of your comment or complaint. We may also share your information with other government agencies or self-regulatory organizations.

The Commissioner is responsible for the performance of all duties, the exercise of all powers and jurisdiction, and the assumption and discharge of all responsibilities vested by law in the Department. The Commissioner has and may exercise all the powers necessary or convenient for the administration and enforcement of, among other laws, the laws described in Financial Code Section 300. The Commissioner may issue such rules and regulations consistent with law as he or she may deem necessary or advisable in executing the powers, duties, and responsibilities of the Department.

You have a right to see your personal information. The official responsible for maintaining information gathered by the Department of Business Oversight is:

Deputy Commissioner, Administration
Department of Business Oversight
1515 K Street, Suite 200
Sacramento, California 95814-4052
(916) 445-5541