***Acceptance Letter.*** This letter should be sent when a complaint is complete, has met all criteria, and has been accepted for investigation. Must include:

* Case ID
* Complaint summary including the date the complaint was received, the “recipient” or who/what the complaint is against, the basis of discrimination, the applicable law, and the issues or allegations.
* Summary of what the investigation will include including a general timeline
* Rights at any time to file with another agency or take a private right of action
* Contact Information
* Meaningful Access statement
* Attachment of the Process
* Cc ADA Title II or Civil Rights Title VI manager

***Acceptance Letter Template.***

Complainant ID:

Dear,

Thank you for contacting [Responsible Bureau]. This letter is to notify you that we have reviewed your complaint against the [Bureau/Office recipient] and are initiating an investigation of your allegations under [statute]. Specifically, you allege that [describe allegations].

Title II of the ADA requires state/local governments to give people with disabilities an equal opportunity to benefit from all of their programs, services, and activities. The City of Portland complies with Title II and other civil rights statutes and investigates complaints of discrimination. [Substitute the legislative/regulatory reference above if authority is other than Title II.]

The investigation will include, where appropriate, a review of pertinent practices and policies, the circumstances under which the possible noncompliance occurred, and other factors relevant to a determination as to whether the [Bureau/Office recipient] has failed to comply with the City’s Title II and other civil rights regulations [insert appropriate regulations]. If the investigation indicates the [Bureau/Office recipient] failed to comply, the [Bureau/Office] will inform you and the recipient, and the matter will be resolved by informal means whenever possible. We will inform you in writing if the investigation does not warrant action.

You should be aware that no one may intimidate, threaten, coerce, or engage in other discriminatory conduct against anyone because he or she has either taken action or participated in an action to secure rights protected by the nondiscrimination statutes we enforce. Any individual alleging such harassment or intimidation may file a complaint with the City of Portland or the Department of Justice. We would investigate such a complaint if the situation warrants.

[OPTIONAL TEXT] You should further note that the [Bureau/Office’s] investigation represents the interests of the City and the City does not represent you individually. Our primary goal is to ensure nondiscrimination by the City of Portland and remedial action will be negotiated principally with this goal in mind. This relief may be consistent with your interests; however, you may wish to consult private counsel of your choosing to determine what, if any, relief you may be entitled to receive through private litigation.

[Name of staff member], the lead point of contact, will be contacting you in the near future to schedule an interview with you [by telephone/in person]. We will keep you informed of the progress of our investigation. If you have any questions, please contact [investigator] at [(000) 000-0000] (voice) (711 relay), or electronically at [e-mail address]. Please reference the case ID cited above in all future correspondence or contact with this office.

You have the right to file a complaint at any time with the Department of Justice or any other federal agency. Visit the Department of Justice, Civil Rights Division, Federal Coordination and Compliance Review Section for additional information including federal agency contacts: <https://www.justice.gov/crt/disability-rights-section>.

You may call the Civil Rights Division hotline at 1-855-856-1247 (toll-free) for assistance or submit a complaint directly to:

U.S. Department of Justice

Civil Rights Division

950 Pennsylvania Avenue, NW

Washington, D.C. 20530

Or/and to the Federal TransitAdministration**:**

Office of Civil Rights

Federal Transit Administration

1200 New Jersey Avenue, SE

Washington, DC 20590

United States

Phone: 888-446-4511

<https://www.transit.dot.gov/regulations-and-guidance/civil-rights-ada/file-complaint-fta>

[If this falls under another federal agency’s portfolio insert appropriate contact]

Sincerely,

Enclosure: ADA Title II Complaint Procedures

C:

[ADA Title II Manager

Bureau ADA Title II Coordinator?]