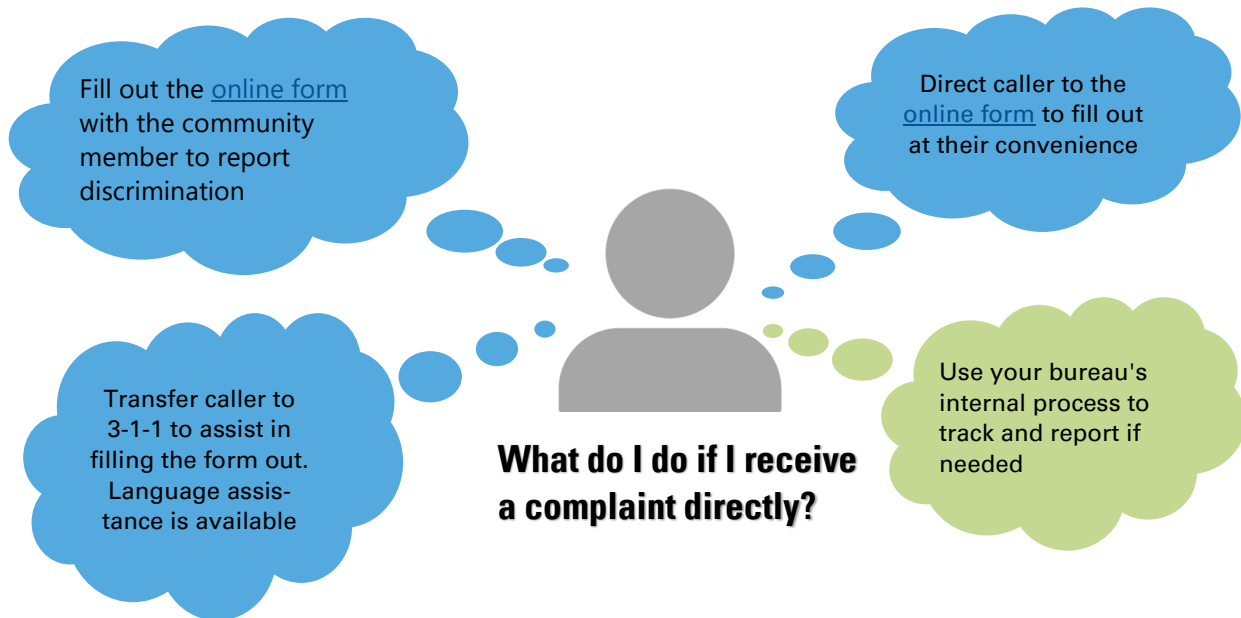


Civil Rights Title VI and ADA Title II Complaint Internal Process Update



How it works for the public

Community members can now call 3-1-1 or use the [Report Discrimination](#) form on [Portland.gov](#) to file an official Civil Rights Title VI or ADA Title II complaint. PDX 311 staff then intake each complaint. Using extensive knowledge and database, staff are able to refer the complaint to the appropriate bureau staff liaison or to an outside agency if the complaint is not in our jurisdiction. The bureau liaison will receive the complaint via email through Zendesk. 311 and Office of Equity staff will also receive the email to provide guidance when needed. The centralization of this process allows the City to track responses, track service levels, report on compliance, and build internal tools and capacity to ultimately improve the City's level of service and compliance.



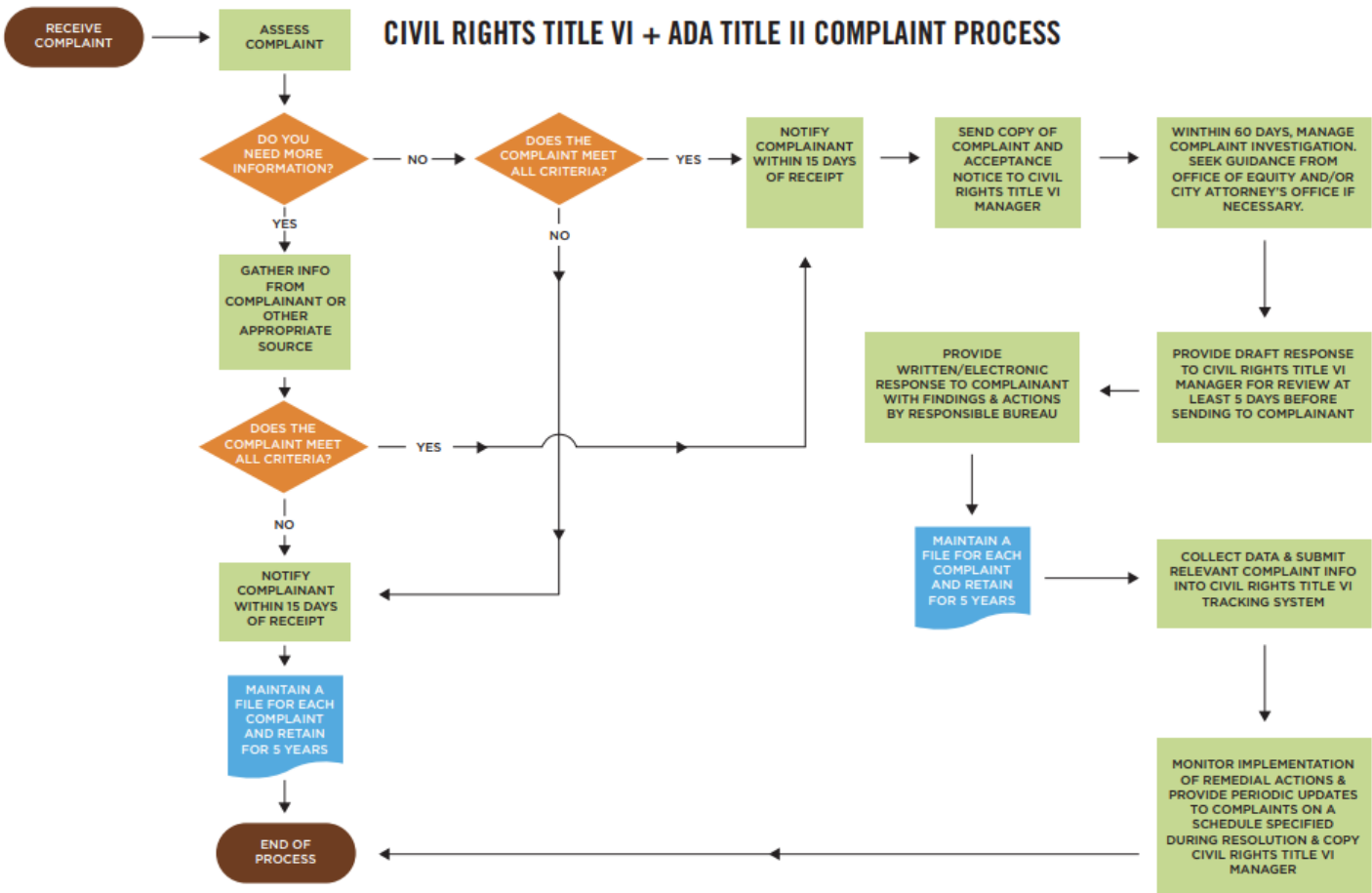
Why is this new process important?

<p>REPORTING</p> <p>Part of our obligation to fulfill Civil Rights Title VI and ADA Title II complaints is a robust complaint process that includes tracking.</p>	<p>EASY</p> <p>The process provides staff and community members a single, easy accessed location to file complaint.</p>	<p>CONSISTENT</p> <p>Makes complaint process consistent for staff and community members.</p>	<p>REPORTING</p> <p>Provides opportunities for ADA Coordinators to internally review and draft response with the help of ADA Title II Manager and ADA Coordination team.</p>	<p>IMPROVEMENTS</p> <p>Data collected will help identify gaps in service or facilities, help track overall trends, and improve responses and services.</p>
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The below process represents our legal obligation. It's important that we know it, and yet it does not need to drive our interaction with Portlanders. When working with people who have filed a complaint (or request), we need to ask ourselves if we can do what they request, even if we're not legally required to. Being approachable, friendly, and flexible is part of how we serve Portlanders.

Have questions? View the full [complaint guidance here](#).



Questions?

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