***Dismissal Letter – Doesn’t meet threshold requirements.***

This letter should be sent when a complaint has not met the criteria or falls outside the scope and limitations of this procedure and therefore, will not be accepted for investigation. Must include:

* Complaint Case ID
* Complaint summary to the best of your ability including the date the complaint was received, the “recipient” or who/what the complaint is against, the basis of discrimination including the law and class, and the issues or allegations.
* Explanation of why the complaint is being denied including any criteria not met.
* Referral information/options where possible
* Right to file with the DOJ
* Right to refile a complaint with updated information (related to denial reason) within the 180-day timeline
* Meaningful Access statement
* Attachment of the Process
* Cc ADA Title II or Civil Rights Title VI Manager and Bureau Coordinator

***Dismissal Letter Template.***

Complaint Case ID

Dear,

This letter acknowledges receipt of your complaint of discrimination on the basis of [insert basis] filed against the [recipient]. The complaint was received in our office on [date]. After a thorough review of the information you provided, it has been determined that the matters raised in your complaint [insert rational or why it the complaint did not meet the necessary criteria, e.g.…. are not related to City of Portland or within the jurisdictional authority of the City of Portland, Oregon]. Therefore, we will take no further action in this matter.

[If a referral is possible, insert referral language. If you are referring internally in the City, please indicate if (and when) you forwarded the complaint and include contact information] However, it appears [insert jurisdiction or agency] may have authority over the matter. Please contact [referral jurisdiction or agency] with your complaint. Any questions about this referral and all further correspondence should be addressed to:

[Insert referral agency contact information]

Visit the Department of Justice, Civil Rights Division, Disability Rights 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,

Bureau Staff

Enclosure: ADA Title II Complaint Procedures

C:

[ADA Title II Manager

Bureau ADA Title II Coordinator?]