***Informal Resolution Letter.*** The bureau may decide on a course of action suitable to the complainant that allowed for resolution of the complaint without the need to substantiate (or refute) claims of discrimination or noncompliance. The letter can simply explain the issues and the steps the recipient has taken or agreed to take to resolve the issues. In addition to the list above, these types of letters should include the following:

* The steps that the recipient has taken or will take to come into compliance and if necessary, an explanation of how these actions meet the requirements of the applicable regulation(s);
* Statement that failure to take or continue these actions may result in a violation and that compliance will be monitored, if necessary; and
* If applicable, the date(s) that any promised action will occur and when monitoring or other notices/monitoring will be due.

***Informal Resolution Letter Template.***

Complaint ID

Dear,

This letter serves as the completion/closure letter of the complaint of discrimination that you filed, received on [date] by [responsible bureau/office], alleging [briefly describe complaint of discrimination. Provide a list as needed].

The City of Portland complies with Title II and other civil rights statutes and investigates complaints of discrimination under its authority to enforce certain federal and state civil rights statutes and regulations. [Substitute appropriate legislative/regulatory reference.] The City takes such allegations very seriously and will not tolerate [basis: discriminatory treatment, discriminatory impact, noncompliance] in our programs, services, and activities.

In order to resolve this matter [if applicable insert a summary of any process of resolution including collaboration/working with the complainant to identify resolution actions (e.g. fact finding and looking into best practice; removing a barrier; use of a mediator; etc.). Include any specific date or reference any meetings or emails where the method of resolution was agreed upon by the bureau and the complainant]. To resolve the matter and assure our intention not to discriminate, [responsible bureau/office] has taken/is taking the following actions: [provide a summary list of actions the bureau will or has implemented to resolve the issues identified in the complaint].

[Depending on the nature of the complaint and actions, the bureau may want to provide a monitoring update to complainant as an act of accountability:] [Responsible bureau/office] will provide you with a brief update on our progress [time interval] from the date of this letter. Please let us know if you do not wish to receive this communication.

[I/We] would like to thank you for participating and [I/we] appreciate you bringing your concerns forward. The City fully welcomes comments and concerns from our community with the overall goal to improve our public services. You should feel free to bring such matters to our attention at any time, without fear of any adverse action being taken against you for doing so.

Federal and state law, as well as City policy, protects individuals from being retaliated against because of their involvement in an investigative process. All parties were instructed that there can be no retaliation towards any of the participants. If you feel you are being retaliated against for your participation in the complaint or investigation, please notify [contact name] with [responsible bureau/office] immediately so we may take appropriate action.

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, 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

C: [ADA Title II Manager

Bureau ADA Title II Coordinator?]

[Insert Meaningful Access Statement]