***Office of Equity (ADA Title II Complaint Resolution Review).***

To help us help you we have requested in the Civil Rights complaint policy that before you send your decision letter to the complainant you send Office of Equity Civil Rights Managers a simple email with complaint details. This is not for tracking but is a mechanism to get a “second opinion” to ensure you decision is reasonable and in compliance. We will make every effort to respond back in 5 business days. You may proceed with your letter to the complainant after the five days even if you have not heard back.

For ADA Title II complaints email: [Nickole.Cheron@portlandoregon.gov](mailto:Nickole.Cheron@portlandoregon.gov)

Your email to us should include the following information:

* Nature of the complaint (brief sentence)
* The date the complaint was received
* How the complaint is being resolved
* Complaint summary memo – redact contact information (only include case ID)
* Any supporting information regarding why the bureau came to the resolution

***Sample Complaint Review Email.***

Nickole,

We received a complaint, ID: OEHR\_DB\_583H4Z, 4/23/19 against an employee by a community member [Insert nature of complaint].

We investigated the complaint through interviews which each party and could not find anything conclusive. We have, in light of the complaint, integrated a new section in inspector training on cultural competency within customer service, and will make the complainant aware of this in our decision letter.

Thank You,