

## External ADA Referrals

We often receive complaints that need to be elevated to a higher authority or are not under the authority/jurisdiction of the City of Portland (to investigate). Understandably, people living, working, gathering, visiting the Portland area who may have experienced discrimination or have general complaints of all kinds, may direct them to the City.

For referrals, consider the topic and what organizations might be involved. What is the main issue, is it social or health services, housing and/or development, transportation, the actions of a private business or community-based organization with regards to how their operations impact or serve the public/their clientele, is it another government agency? When in doubt, elevate the complaint and refer to an agency with higher authority. Not sure if it's the state or federal, refer the complaint to both. Keep in mind many agencies (for example, if someone has a complaint against a hospital) regulate other entities.

**Below are the most common agencies, by topics, to which you may need to refer a discrimination complaint/complainant.** ADA Title 2 is disability related, Title 6 is race, color or national origin related.

### [Other Local Public Agencies](#)

#### [Employment and Labor](#)

#### [Housing](#)

#### [Transportation](#)

#### [Other Law Enforcement](#)

#### [Courts](#)

#### [Corrections](#)

#### [Health and Human Services](#)

#### [Environment](#)

#### [Education](#)

*For any kind of complaint that involves them – agency programs, services, activities; their contractor organizations; agency employment issues.*

## Other Local Public Agencies

- **Multnomah County:**
  - **Contact:** 503-988-3399, [diversity.equity@multco.us](mailto:diversity.equity@multco.us)
  - **Complaint Form:** <https://www.multco.us/diversity-equity/webform/civil-rights-complaint-form>
  - ADA accommodation requests are generally facilitated through the appropriate department so try to help community member contact appropriate department administration or program office.
  - **Website -** <https://www.multco.us/diversity-equity/multnomah-county-ada-grievance-procedure>

- **Portland Public Schools:**
  - **ADA Accessibility/504 Program Administrator:** Marquita Guzman, 971-393-8633, [mguzman@pps.net](mailto:mguzman@pps.net)
  - **ADA Coordinator:** Jey Buno, 503-916-3360, [ada@pps.net](mailto:ada@pps.net)
  - **ADA Employment Related Contact (Human Resources):** 503-916-3544
  - **Website -** <https://www.pps.net/accessibility>
  
- **Metro (Including MERC venues like the Convention and Expo Centers and Portland's Centers for the Arts):**
  - **ADA Coordinator:** Heather Buczek, 971-940-3157, [accessibility@oregonmetro.gov](mailto:accessibility@oregonmetro.gov)
  - **ADA Complaint Form:** <https://www.oregonmetro.gov/regional-leadership/diversity-equity-and-inclusion/know-your-rights/discrimination-complaint-form>
  - **Title VI Contact:** Clifford Higgins, 503-797-1797, [clifford.higgins@oregonmetro.gov](mailto:clifford.higgins@oregonmetro.gov)
  - **Title VI Complaint Form:** <https://www.oregonmetro.gov/regional-leadership/diversity-equity-and-inclusion/know-your-rights/discrimination-complaint-form>
  - **Website -** <https://www.oregonmetro.gov/regional-leadership/access-metro/know-your-rights/metro-s-procedures-tracking-and-investigating>
  
- **City of Gresham:**
  - **ADA Contact:** Rebecca Brooks, [Rebecca.Brooks@GreshamOregon.gov](mailto:Rebecca.Brooks@GreshamOregon.gov)
  - **Complaint Form:** [https://gresham.formstack.com/forms/ada\\_complaint\\_form](https://gresham.formstack.com/forms/ada_complaint_form)
  - **ADA Accommodation Request Form:** [https://gresham.formstack.com/forms/ada\\_request](https://gresham.formstack.com/forms/ada_request)
  - **ADA Website -** <https://greshamoregon.gov/Americans-with-Disabilities-Act-Title-II-Program/#RequestHelp>
  
- **Washington County:**
  - **Office of Equity, Inclusion and Community Engagement:** 503-846-6288, [equity@washingtoncountyor.gov](mailto:equity@washingtoncountyor.gov)
  - **Website -** <https://www.washingtoncountyor.gov/oeice>
  
- **Clackamas County:**
  - **ADA Coordinator:** 503-655-8362, [civilrights@clackamas.us](mailto:civilrights@clackamas.us)
  
- **City of Beaverton:**
  - **Email Contact:** [ADA@BeavertonOregon.gov](mailto:ADA@BeavertonOregon.gov)
  - **Complaint Form:** <https://apps2.beavertonoregon.gov/CO/FormCenter/ADAComplaint.aspx>
  - **ADA Website -** <https://beavertonoregon.gov/208/ADA-Accessibility>

**Overall Jurisdiction and/or Need to Elevate** – Many ADA complaints should also be routed to DOJ and BOLI

- **US Department of Justice Civil Rights Division:**
  - **ADA Info Line:** 1-800-514-0301 Option 8
  - **Title VI Info Line:** 1-888-848-5306
  - **Civil Rights Complaint Line:** 1-888-736-5551
  - **Complaint Form:** <https://civilrights.justice.gov/>
  - **Website -** <https://www.justice.gov/crt>
  - **Other Federal Agency Civil Right Offices Contacts:**  
<https://www.justice.gov/crt/fcs/Agency-OCR-Offices>
  
- **Oregon Bureau of Labor and Industry Civil Rights Division** (when in doubt, refer to BOLI as they handle pretty much all Civil Rights complaints including discrimination/harassment at work, housing discrimination, rights in public places, racial discrimination, disability rights, gender/gender identity discrimination, and equal pay):
  - **Portland Office:** 971-245-3844
  - **Email Contact:** [BOLI\\_help@boli.oregon.gov](mailto:BOLI_help@boli.oregon.gov)
  - **Complaint Form:** <https://complaints.boli.oregon.gov/home/landing>
  - **Website -** <https://www.oregon.gov/boli/crd/pages/index.aspx>
  - **Technical Assistance for Employers:** 971-673-0824
  - **Disability Accommodation Toolkit for Employers:**  
<https://www.oregon.gov/boli/employers/pages/accommodations-toolkit.aspx>

## **Employment and Labor**

- **Oregon Bureau of Labor and Industry Civil Rights Division** (when in doubt, refer to BOLI as they handle pretty much all Civil Rights complaints including discrimination/harassment at work, housing discrimination, rights in public places, racial discrimination, disability rights, gender/gender identity discrimination, and equal pay laws):
  - **Portland Office:** 971-245-3844
  - **Email Contact:** [BOLI\\_help@boli.oregon.gov](mailto:BOLI_help@boli.oregon.gov)
  - **Complaint Form:** <https://complaints.boli.oregon.gov/home/landing>
  - **Website -** <https://www.oregon.gov/boli/crd/pages/index.aspx>
  - **Technical Assistance for Employers:** 971-673-0824
  - **Disability Accommodation Toolkit for Employers:**  
<https://www.oregon.gov/boli/employers/pages/accommodations-toolkit.aspx>
  
- **Equal Employment Opportunity Commission:**
  - **NW District - Seattle Field Office:** 1-800-669-4000
  - **TTY:** 1-800-669-6820
  - **ASL Video:** 844-234-5122
  - **Complaint Form:** <https://www.eeoc.gov/facts/howtofil.html>
  - **EOCC Disability Related Resources:** <https://www.eeoc.gov/eeoc-disability-related-resources>

## Housing

For housing discrimination complaints, we need to ascertain if there is any relationship between the entity that is being complained about and the City. If there is then we need to file a [City of Portland ADA Complaint](#) for City response as well.

- **US Department of Housing and Urban Development:**
  - **Toll Free:** 1-800-669-9777
  - **TTY:** 1-800-877-8339
  - **Complaint Form:**  
<https://portalapps.hud.gov/FHEO903/Form903/Form903Start.action>
  - **Website:** [https://www.hud.gov/program\\_offices/fair\\_housing\\_equal\\_opp/online-complaint](https://www.hud.gov/program_offices/fair_housing_equal_opp/online-complaint)
  - **Region X:** Alaska, Idaho, Oregon, and Washington
    - **Toll Free:** 800-877-0246
    - **Civil Rights Complaints:** [ComplaintsOffice10@hud.gov](mailto:ComplaintsOffice10@hud.gov)
  - **Portland Field Office:** 971-222-2600, [OR\\_Webmanager@hud.gov](mailto:OR_Webmanager@hud.gov)
- **Fair Housing Council of Oregon:** Fair Housing laws protect against different treatment in housing based on an individual's protected status including race, national origin, religion, sex, familial status, disability, marital status, domestic violence survivorship, sexual orientation, gender expression, and source of income.
  - **Phone:** 503-223-8197, Ext.2
  - **Toll Free:** 1-800-424-3247 x2
  - **Email:** [enforcement@fhco.org](mailto:enforcement@fhco.org)
  - **Complaint Form:** <https://fhco.org/report-housing-discrimination>
  - **Website:** <http://fhco.org>
- **OR BOLI Civil Rights Division:**
  - **Portland Office:** 971-245-3844
  - **Email Contact:** [BOLI\\_help@boli.oregon.gov](mailto:BOLI_help@boli.oregon.gov)
  - **Complaint Form:** <https://complaints.boli.oregon.gov/home/landing>
  - **Website -** <https://www.oregon.gov/boli/crd/pages/index.aspx>
  - **Technical Assistance for Employers:** 971-673-0824

## Transportation

- **Trimet:**
  - **Civil Rights Investigator:** 503-962-3453
  - **ADA accommodation specific:** 503-238-7433, option 5, [hello@trimet.org](mailto:hello@trimet.org)
  - **Lift ADA accommodations:** 503-962-8208, [adarm@trimet.org](mailto:adarm@trimet.org)
    - **Civil Rights Info -** <https://trimet.org/equity/civilrights.htm>
    - **ADA Info -** <https://trimet.org/access/ada.htm>
    - **Online Form:** <https://trimet.org/access/grievance-submission.htm>
    - **By Mail -** Attn: ADA Grievance Review Request 1800 SW 1st Ave., Suite 300 Portland, OR 97201 Email: [adarm@trimet.org](mailto:adarm@trimet.org)

- **Oregon Department of Transportation:**
  - **Toll Free:** 855-540-6655
  - **Title VI Email:** [ODOT.TITLEVI@odot.state.or.us](mailto:ODOT.TITLEVI@odot.state.or.us)
  - **ADA Email:** [ODOT\\_ADA@ODOT.Oregon.Gov](mailto:ODOT_ADA@ODOT.Oregon.Gov)
  - **Complaint Forms:**  
[https://www.oregon.gov/ODOT/Business/OCR/Pages/OCR\\_DIS\\_CMPLN\\_T\\_FORM.aspx](https://www.oregon.gov/ODOT/Business/OCR/Pages/OCR_DIS_CMPLN_T_FORM.aspx)
  - **Website -** <https://www.oregon.gov/ODOT/Business/OCR/Pages/Non-Discrimination.aspx>
  
- **US Department of Transportation:**
  - **Phone:** 202-366-4648
  - **Fax:** 202-366-5575
  - **Website:** <https://www.transportation.gov/civil-rights/complaint-resolution/public-complaint-process>
  - **Complaints in writing to**  
Department of Transportation - Departmental Office of Civil Rights  
1200 New Jersey Ave, S.E.  
Washington, DC 20590
  
- **Federal Highway Administration:** Supports State and local governments in the design, construction, and maintenance of the Nation's highway system.
  - **Phone:** 202-366-0693
  - **ADA Email:** [FHWA.ADAcomplaints@dot.gov](mailto:FHWA.ADAcomplaints@dot.gov)
  - **Title VI Email:** [FHWA.TitleVIcomplaints@dot.gov](mailto:FHWA.TitleVIcomplaints@dot.gov)
  - **Complaint Forms:** <https://www.fhwa.dot.gov/civilrights/file>
  - **Website -** <https://www.fhwa.dot.gov/civilrights>
  
- **Federal Transit Administration:** If you believe you have been discriminated against by a public transit provider.
  - **Phone:** 1-888-446-4511
  - **Complaint Form:** <https://www.transit.dot.gov/regulations-and-guidance/civil-rights-ada/file-complaint-fta>
  - **Website:** <https://www.transit.dot.gov/regulations-and-guidance/civil-rights-ada/file-complaint-fta>

## Other Law Enforcement

- **Multnomah County Sheriff**
  - **Accommodation Contact:** Jennifer Grogan, 503-793-5285, [jennifer.grogan@mcsos.us](mailto:jennifer.grogan@mcsos.us)
  - **Complaint process** – See Multnomah County information above.
  
- **Gresham Police (also see City of Gresham info above)**
  - **Phone:** 503-618-2318

- **Email:** [GPD@GreshamOregon.gov](mailto:GPD@GreshamOregon.gov)
- **Complaint Form:** <https://greshamoregon.gov/Community-Comment-Form/>
- **Oregon State Police – Office of Professional Standards**
  - **Phone:** 503-378-3720
  - **Email:** [ask.osp@osp.oregon.gov](mailto:ask.osp@osp.oregon.gov)
  - **Complaint Form:** <https://www.oregon.gov/osp/pages/feedback.aspx>
- **US Department of Justice:**
  - **Phone:** 888-848-5306
  - **Complaint Line:** 888-736-5551
  - **Website:** <https://www.justice.gov/crt/how-file-complaint>

## Courts

- **Look up appropriate County Court ADA Coordinator -**  
<https://www.courts.oregon.gov/services/ada/Documents/adacoordinators.pdf>
- **ADA Accommodation Form -** <https://www.courts.oregon.gov/forms/Documents/OJD-ADA-Request-for-Accommodations-Fillable-Form.pdf>
- **Office of the State Court Administrator**
  - **Phone:** 503-986-5500
  - **Email:** [ojd.adahelp@ojd.state.or.us](mailto:ojd.adahelp@ojd.state.or.us)
  - **Website -** <https://www.courts.oregon.gov/services/ada/pages/default.aspx>
- **Federal US District Court of Oregon**
  - **Access and Accommodation Coordinator:** Randy Moore, 503-326-8019, [randy\\_moore@ord.uscourts.gov](mailto:randy_moore@ord.uscourts.gov)

## Corrections

- **Multnomah County Jails** are operated by the Multnomah County Sheriff's Office, see contact information above for Multnomah County Sheriff under Other Law Enforcement.
- **State of Oregon Department of Corrections:**
  - **Phone:** Marica Ventura, 503-945-9278
  - **Email:** [DOC.Info@doc.state.or.us](mailto:DOC.Info@doc.state.or.us)
  - **Email:** [marica.g.ventura@doc.oregon.gov](mailto:marica.g.ventura@doc.oregon.gov)
- **US Department of Justice:**
  - **Phone:** 888-848-5306
  - **Complaint Line:** 888-736-5551
  - **Website:** <https://www.justice.gov/crt/how-file-complaint>

## Health and Human Services

- **Multnomah County Health Department:** Contact service provider's coordinator/event planner/manager if possible
  - **Accommodations backup contact:** Admin - 503-988-3674, [health.dept@multco.us](mailto:health.dept@multco.us)
  - **Complaint process** – See Multnomah County information above under Other Local Public Agencies
- **Multnomah County Department of County Human Services:** Contact service provider's coordinator/event planner/manager if possible
  - **Accommodations backup contact:** Admin – 503-988-3691
  - **Complaint process** – See Multnomah County information above under Other Local Public Agencies
- **State Department of Human Services – Office of Equity and Multicultural Services**
  - **Phone:** 503-947-5700
  - **Email:** [OfficeEquity.MulticulturalServices@state.or.us](mailto:OfficeEquity.MulticulturalServices@state.or.us)
- **Oregon Health Authority – Office of Equity and Inclusion**
  - **Phone:** 1-844-882-7889 or 971-673-3420
  - **Accommodations Email:** [oha.adamodifications@odhsoha.oregon.gov](mailto:oha.adamodifications@odhsoha.oregon.gov)
  - **Complaints Email:** [OHA.PublicCivilRights@state.or.us](mailto:OHA.PublicCivilRights@state.or.us)
  - **Complaint Form:** <https://www.oregon.gov/oha/EI/Pages/Public-Civil-Rights.aspx>
  - **Website:** <https://www.oregon.gov/oha/OEI/Pages/Contact-Us.aspx>
- **US Department of Health and Human Services:**
  - **Phone:** 1-800-368-1019
  - **Email:** [OCRMail@hhs.gov](mailto:OCRMail@hhs.gov)
  - **Complaint Portal:** <https://ocrportal.hhs.gov/ocr/smartscreen/main.jsf>
  - **Website:** <https://www.hhs.gov/civil-rights/filing-a-complaint/index.html>

## Environment

- **DEQ:**
  - **Coordinator:** Willa Wilbanks, 503-347-0029
  - **Email:** [willa.wilbanks@deq.oregon.gov](mailto:willa.wilbanks@deq.oregon.gov) or [deqinfo@deq.oregon.gov](mailto:deqinfo@deq.oregon.gov)
  - **Complaint Form:** <https://deqcomplaints.oregon.gov/TitleVI>
  - **Website:** <https://www.oregon.gov/deq/about-us/Pages/titleVIaccess.aspx>
- **EPA:**
  - **Phone:** 202-564-3316
  - **Email:** [Title\\_VI\\_Complaints@epa.gov](mailto:Title_VI_Complaints@epa.gov)
  - **Website:** <https://www.epa.gov/ogc/external-civil-rights-compliance-office-title-vi>

## Education

- **Portland Public Schools:**
  - **ADA Accessibility/504 Program Administrator:** Marquita Guzman, 971-393-8633, [mguzman@pps.net](mailto:mguzman@pps.net)
  - **ADA Coordinator:** Jey Buno, 503-916-3360, [ada@pps.net](mailto:ada@pps.net)
  - **ADA Employment Related Contact (Human Resources):** 503-916-3544
  - **Website -** <https://www.pps.net/accessibility>
  
- **Centennial School District:**
  - **ADA Accessibility/504 Program Coordinator:** Denise Wright, 503-760-7990, [denise\\_wright@csd28j.org](mailto:denise_wright@csd28j.org)
  - **ADA Coordinator:** Paul Southerton, 503-760-7990, [paul\\_southerton@csd28j.org](mailto:paul_southerton@csd28j.org)
  - **Website -** [https://csd28j.org/4098\\_4](https://csd28j.org/4098_4)
  
- **Corbett School District**
  - **Phone – District Office:** 503-261-4200
  - **Website -** <https://corbett.k12.or.us/about/equity-and-inclusion/>
  
- **David Douglas School District**
  - **Phone – District Office:** 503-252-2900
  - **ADA Accessibility/504 Program Administrator:** Florence Protopapas, 503-261-8209, [florence\\_protopapas@ddsd40.org](mailto:florence_protopapas@ddsd40.org)
  - **Website -** <https://www.ddouglas.k12.or.us/departments/dei/>
  
- **Gresham-Barlow School District**
  - **ADA Accessibility/504 Coordinator:** Donna Ravenberg, 503-261-4650, [ravenberg@gresham.k12.or.us](mailto:ravenberg@gresham.k12.or.us)
  - **Executive Director of Human Resources:** Angela Freeman, 503-261-4599, [freeman12@gresham.k12.or.us](mailto:freeman12@gresham.k12.or.us)
  - **Website:** <https://www.gresham.k12.or.us/Page/8194>
  
- **Parkrose School District**
  - **Contact:** Asst Director of Student Services – Antoinette Harrison, 503-408-2118, [Antoinette\\_harrison@parkrose.k12.or.us](mailto:Antoinette_harrison@parkrose.k12.or.us)
  - **Website -** <http://www.parkrose.com/index.php?id=273>
  
- **Reynolds School District**
  - **Contact:** Administrator of Student Services – Dr Holly Altiero, 503-661-7200 x4723, [haltiero@rsd7.net](mailto:haltiero@rsd7.net)
  
- **Riverdale School District**



- **Contact:** Superintendent – Chris Russo, 503-262-4840.  
[superintendent@riverdale.k12.or.us](mailto:superintendent@riverdale.k12.or.us)
- **Oregon Department of Education:**
  - **Phone:** 503-947-5675
  - **Fax:** 503-378-5156
  - **Website:** <https://www.oregon.gov/ode/students-and-family/equity/civilrights/Pages/FilingComplaint.aspx>
- **US Department of Education – Office of Civil Rights**
  - **Phone:** 800-421-3481
  - **Email:** [OCR@ed.gov](mailto:OCR@ed.gov)
  - **Complaint Form:** <https://www2.ed.gov/about/offices/list/ocr/complaintintro.html>
  - **Website -** <https://www2.ed.gov/about/offices/list/ocr/docs/howto.html?src=rt>
  - **Regional Branch - Seattle**
    - **Phone:** 206-607-1600
    - **Email:** [OCR.Seattle@ed.gov](mailto:OCR.Seattle@ed.gov)