***Resolution Status Update Letter.***

To ensure accountability and transparency responsible bureaus/offices should provide an update on the progress of actions resulting from a complaint, regardless of type of resolution (informal, unsubstantiated with actions, substantiated). A year from the date of the resolution letter is usually a good timeframe to send an update. This is an important element of transparency and accountability. Bureaus should, however, be respectful of the complainant and their experience; if the complainant opted out, expressed they do not want further contact or to receive an update, do not send them correspondence and keep progress documentation internal. Resolution Status Update Letter should include:

* Complaint ID
* Indication of the date of the complaint and the bureau
* List of the actions determined in resolution and a summary of any progress over the given timeframe including implementation steps and results of the actions
* Gratitude for bringing this to our attention and providing an opportunity for improvement
* Contact Information
* Meaningful Access Statement

***Resolution Status Update Letter Template.***

Complaint ID

Dear,

We are reaching out to provide you with a status update on the actions taken in response to the [date] complaint of discrimination you filed with [responsible bureau/office].

Over the past [increment of time], [responsible bureau/office] has:

[Provide a list of each action determined during the investigation and provide a summary of any progress, include any implementation steps and, when possible, positive results. Also include any actions related or as a result that may have been developed later and therefore were not included in the resolution letter]

[I/We] would like to thank you again 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.

Questions, comments and assistance may be addressed to [insert name or title of contact and contact information].

Sincerely,

C: [ADA Title II Manager

Bureau ADA Title II Coordinator?]

[Insert Meaningful Access Statement]