***Substantiated Complaint Resolution Letter.*** Substantiated complaint means the recipient is found to be in noncompliance (or the investigation yielded findings of noncompliance and support the complaint). All substantiated letters, in addition to the above list, should include:

* A list of all actions (taken or planned) the bureau will implement to resolve issues identified in the complaint – in rare instances it may not be appropriate to describe actions, if so, please comment the bureau has taken appropriate actions.
* When appropriate (and without objection from the complainant), bureaus should provide a status update. If so, notify the complainant that you will provide an update of the bureau’s progress, give a timeline, and provide the option to opt out.

***Substantiated Complaint Resolution Letter Template.***

Complaint ID

Dear,

The [responsible bureau/office] has completed the investigation of the complaint of discrimination that you filed. In your complaint, received on [date], you alleged [briefly describe complaint of discrimination]. [If additional detail is needed, describe allegations, provide a list if 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. A thorough investigation was conducted into these concerns in accordance with City policy.

[Depending on the nature of the complaint, the bureau may optionally include a summary of investigation:] The investigation included [brief description of actions – interviews; reviewing all available documents and information gathered related to the complaint; etc.].

Based off a comprehensive and thorough inquiry, [I, we, responsible bureau/office] have determined that the discriminatory allegation is substantiated/confirmed. As a result, [responsible bureau/office and recipient] has taken the following actions: [provide summary list of actions (taken or planned) the bureau will implement to resolve issues identified in the complaint – in rare instances it may not be appropriate to describe actions, if so, please comment the bureau has taken appropriate actions].

[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]