***Unsubstantiated Complaint (with or without actions) Resolution Letter.***  Unsubstantiated means we could not substantiate the complaint of discrimination. This can range from the findings of the investigation clearly not supporting the complaint of discrimination to not enough evidence to verify that discrimination occurred. These types of letters should also include the following:

* An explanation of why the recipient and responsible bureau was found in compliance;
* A list of any procedural violations or concerns, such as lack of posted notice, or other concerns uncovered during the investigation. Inclusion of these items will put both the responsible bureau, the recipient, and the complainant on notice that certain practices are questionable and that without corrective steps a future violation finding is possible;
* Furthermore, if the bureau decides to take actions, a description of any steps the recipient has taken or will take and if necessary, an explanation of how these actions meet requirements and address issues; and
* Notification of the complainant’s appeal rights to the appropriate federal agencies.

***Unsubstantiated Complaint (with or without actions) 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 concluded that the evidence obtained during the investigation does not support the allegation(s) raised in your complaint.

[Depending on the nature of the complaint, the bureau may want to include a summary explanation of why the bureau was found in compliance or allegations were unsubstantiated.]

[If your bureau/office decides to take actions include a description:] The [bureau/office], however, finds it necessary to take action to address concerns brought forth by this complaint, prevent similar incidents from happening in the future, and ensure equitable, quality programs, services, and activities. To address these issues the [bureau/office] are planning actions in the following areas: [list actions or planned actions.]

[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]