



Return This Page With A Copy of Your Tow Invoice or Tow Receipt

PPI TOW RESPONSE TO COMPLAINT

Today's Date _____ Tower's Company _____

Tower's License Number _____

E-mail address _____ Phone _____

Please respond to the attached citizen's complaint and provide evidence for why the complaint is not valid. Include any copies of receipts, photographs of signs, photographs of tows, or other information that will support your response. You must respond within 10 days of receiving this notice from the City. Failure to respond within 10 days will waive your right to support the validity of the tow. Below is a description of the citizen complaint process.

CITIZEN COMPLAINT PROCESS

1. Once a complaint is submitted, it is sent to Tower for review and response. Tower must respond to City within 10 days.
2. The City reviews the complaint and response and makes a decision on the validity of the tow.
3. Notice of decision will be sent to both parties.
4. If tow is invalid, Tower will be ordered to refund all or a part of the fees charged.
5. Failure to comply with decision, including refunding money, may result in civil penalty in \$500 issued to Tower.

Additional pages may be added, if necessary. Please send any other photographs or evidence to support your complaint.

RESPONSES MUST BE SUBMITTED WITHIN 10 DAYS OF NOTICE OF COMPLAINT

Please mail or deliver responses to:

Gresham Police Department

Attn: Kristin Hartman, 1333 N.W. Eastman Parkway, Gresham, OR 97030

Email: Kristin.hartman@greshamoregon.gov

Phone: 503-618-2330