



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

PPI TOW CITIZEN COMPLAINT FORM

Today's Date _____ Complainant's Name _____

Street _____ Phone _____

City/State/Zip _____

E-mail address _____ FAX _____

Tow Co _____ Tow Date _____ Time _____

Inv# _____ Vehicle License # _____

Type of complaint: DAMAGE _____ OVERCHARGE _____ RUDENESS _____

MISSING PROPERTY _____ MISSING/IMPROPER SIGNS _____ OTHER _____

Please provide a brief description of the circumstances of the tow, your specific complaint, and the remedy you are seeking.

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

**PLEASE REMEMBER TO ATTACH A COPY OF YOUR TOW INVOICE or RECEIPT
COMPLAINTS MUST BE SUBMITTED WITHIN 90 DAYS OF TOW**

Please mail or deliver complaints to:

**Kristin Hartman at Gresham Police Department, 1333 N.W. Eastman Parkway, Gresham, OR 97030.
If you have any questions, please call 503-618-2330.**

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 refund money may result in civil penalties in \$500 issued to Tower.