

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			
		FAX	
Tow Co	Tow Date	Time	
Inv#Vehi	icle License #	<u> </u>	
Type of complaint: DAMAGE	OVERCHARGE	RUDENESS	
MISSING PROPERTY	MISSING/IMPROPER SIGNS	OTHER	
Please provide a brief description the remedy you are seeking.	on of the circumstances of the to	w, your specific complaint, and	
Additional pages may be added, support your complaint.	if necessary. Please send any o	ther photographs or evidence to	

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:

Becky Danner at Gresham Police Department, 1333 N.W. Eastman Parkway, Gresham, OR 97030. If you have any questions, please call 503-618-2894.

CITIZEN COMPLAINT PROCESS

- 1. Once a complaint is submitted, it is sent to Tower for review and response. Tower must respond to City within 15 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.