

Why it matters: Oct 5, 2026 formal complaint: documents the shifting documentation standard (bank statements first required, then declared unusable for verifying bills) and unanswered questions.

Subject: Formal Complaint

From: Garrett Madden <garrettmadden479@gmail.com>

To: None <dawn.acevedo@dor.ca.gov>

Date: Mon, 5 Oct 2026 18:09:34 -0700

I am writing to file a formal complaint regarding the handling of my transportation hardship review (SHN-105316215) by my counselor whoever it is either Gladsona Somolal or Peter Yang, Kamie Zapanta, Team Manager, Capitol Mall Branch Office.

Since this review began, I have tried to cooperate, with every document request, provided bank records, paystubs, the DR 233, an income and living expense table, and now full Conserve and AT&T billing statements for June, July, and August 2026. Despite this, the documentation standard has repeatedly shifted without explanation:

1. I was first told bank statements were needed to verify expenses. When I provided them, I was told they could not be used to verify bills, and that bills themselves were required - but their own email to me on 9/2/2026 which is pasted below, contradicts this.

image.png

1. I have yet to receive a direct answer about many of my questions.
2. On the same day I raised that legal question, and after I had provided the additional billing documentation requested, I received a new request asking me to sign a release of information authorizing DOR to contact my apprenticeship program directly, and proposing an in-person meeting at the school site with my program director present. No explanation was given for why this is necessary to a transportation hardship determination, or what specific information is being sought that I am not able to provide directly.

Taken together, this is a pattern of escalating and unexplained demands that has continued even after I have provided what was asked for, and that intensified specifically after I raised a legal question about DOR's documentation standard. I am concerned this reflects an effort to delay or manufacture grounds to deny my request, rather than a good-faith hardship review conducted under CCR 7161.5.

I am requesting that this complaint be formally logged, that a supervisor or administrator independent of this case review how it has been handled to date, and that I receive a written response addressing each of the three points above.

My Fair Hearing on the underlying transportation matter remains pending under SHN-105316215. I am filing this complaint separately from that proceeding.

Thank you, Garrett Madden