



OFFICE OF THE CLERK/TREASURER

City of Burlington

City Hall, Room 20, 149 Church Street, Burlington, VT 05401

Voice (802) 865-7000
Fax (802) 865-7014
TTY (802) 865-7142

Taxi Complaint Form

If you have experienced a problem while using a taxi and would like to file a formal complaint, please fill out the form below. If your complaint involves a traffic offense, please contact the Burlington Police Department at (802) 658-2700.

Please complete this form and return by fax (802-865-7123) or mail to:

**City of Burlington
Clerk/Treasurer's Office
149 Church Street
Burlington, VT 05401
Attn: Taxi Complaint**

Fields marked with an * indicates required information. We will contact you within 15 business days.

Personal Information:

First and Last Name:* _____

Address: * _____ City, State, Zip* _____

Daytime Phone Number: * _____ Email: _____

Incident Information:

When did the incident occur date/time? * _____

Location of Incident: * _____ Location of Pick-Up: _____

Name of the Taxi Company: _____ Driver's Name: _____

Taxi License Plate Number (if known): _____ Taxi Number: _____

Please explain the nature of the incident (turn over for more space):

If needed, would you be willing to attend a brief hearing regarding this incident?

What happened? Please check any of the appropriate boxes.

- | | |
|--|--|
| <input type="checkbox"/> No air conditioning | <input type="checkbox"/> Doors and/or windows did not operate easily or close securely |
| <input type="checkbox"/> Driver refused to transport passenger | <input type="checkbox"/> Trunk compartment not clean |
| <input type="checkbox"/> Operated vehicle in an unsafe manner | <input type="checkbox"/> Fare receipt not provided |
| <input type="checkbox"/> Failed to take most direct route | <input type="checkbox"/> Taxi rates not posted |
| <input type="checkbox"/> Overcharged | <input type="checkbox"/> Driver smoked in vehicle |
| <input type="checkbox"/> Interior of vehicle not clean | <input type="checkbox"/> Zone map and rates not in vehicle or visible |
| <input type="checkbox"/> Driver discourteous | <input type="checkbox"/> Taximeter not working, not used, not visible |
| <input type="checkbox"/> Picked up another passenger without consent | |

Continued explanation of the nature of the incident: