



**Taxi Licensing Office**  
Administrative Office, Burlington International Airport  
1200 Airport Drive, Suite 1, South Burlington, VT 05403  
Phone (802) 863-2874, Fax (802) 863-7947

## **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.

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: \_\_\_\_\_

Taxicab License Plate Number (if known): \_\_\_\_\_

Taxicab Number: \_\_\_\_\_

Please explain the nature of the incident

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

**What happened? Please check any of the appropriate boxes.**

- Driver operated vehicle in an unsafe manner or refused to provide insurance information after accident
- Driver failed to take most direct route or take passenger to requested destination
- Driver overcharged, charged for service or attendant animal, or charged additional fee for wheelchair, crutches or other medical devices
- Driver picked up another passenger without consent
- Driver refused to transport passenger
- Driver discourteous or physically abusive
- Driver was sleeping
- Driver was using pornography
- Driver smoked in vehicle/vehicle smells of smoke
- Driver using cell phone unless in the case of emergency
- Zone descriptions and rates not in vehicle or visible
- Fare receipt not provided after request
- Taxi meter rates not posted, or taximeter not working, not used, not visible
- No air conditioning or heating
- Doors and/or windows did not operate easily or close securely
- Interior/trunk compartment of vehicle not clean