



## Taxi Administration Office

Clerk/Treasurer's Office  
149 Church St., Burlington, VT 05401  
Phone (802)865-7011, Fax (802)865-7014

### 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