

## COMPLAINT FORM INSTRUCTIONS

1. This form is to be used for alleged transportation violations by currently regulated authorities against entities that are allegedly in violation of the Montana Public Service Commission's ("Commission") rules. Click [here](#) for consumer complaints.
2. Fill out this form and email it to [Transportation@mt.gov](mailto:Transportation@mt.gov).
3. Explain, in detail, your complaint and provide relevant details (dates, times, places, photographs, and persons involved), as well as any other information you believe is important for the Commission to know. If this complaint is regarding an alleged unauthorized garbage operation, please include information about the load, such as what it was and where it originated from.
4. If the form is filled out incorrectly, the Commission will return it to you unprocessed. You will then have fourteen (14) days from the date of the Commission's letter to complete this complaint form and return it to the Commission. If you do not return the completed complaint within fourteen (14) days, the Commission will consider the matter closed.
5. Prior to filling out this form, check that the alleged violating entity meets the definition of "motor carrier." "Motor carrier" means a person or corporation, or its lessees, trustees, or receivers appointed by a court, operating motor vehicles upon a public highway in this state for the transportation of passengers, household goods, or garbage for hire on a commercial basis, either as a common carrier or under private contract, agreement, charter, or undertaking. A motor carrier includes a transportation network carrier." ([Montana Code Annotated § 69-12-101\(12\)](#)).
6. Review the list of exemptions in [Mont. Code Ann. § 69-12-102](#).
7. Once you have submitted a complete complaint form, the Commission will have twenty-one (21) days to review the complaint form and take action.
8. On or before the twenty-first (21) day from receipt of the completed complaint, the allegedly violating entity will be notified in writing by the Commission and will have twenty-one (21) days from the date of the Commission's letter to respond to the Commission in writing.
9. If the allegedly violating entity does not contact the Commission within twenty-one (21) days, an enforcement officer will be dispatched by the Commission to contact the allegedly violating entity. Further action may be taken if the alleged violating entity does not respond.

10. Upon receipt of the allegedly violating entity's response, the Commission will have forty-five (45) days to take action and conduct an investigation.

11. Upon completion of the Commission's investigation of the complaint, you will receive a letter from the Commission summarizing the complaint, investigation, and findings. The letter will also explain the formal process you can pursue if you are unsatisfied with the Commission's decision through this informal process.

12. The first violation of Title 69, Montana Code Annotated will result in a verbal warning and educational materials will be provided. The second violation will result in a verbal warning or a written warning and educational materials will be provided. The third violation will result in a civil citation, subject to the provisions of [Mont. Code Ann. § 69-12-108\(1\)](#).

**MONTANA DEPARTMENT OF PUBLIC SERVICE REGULATION**

1701 Prospect Avenue P.O. Box 202601 Helena, Montana 59620-2601 (406) 444-6198

**Motor Carrier Complaint Form**

*Be aware that this complaint may require you to appear in a future proceeding before the Montana Public Service Commission. Please attach any additional information.*

**Today's Date:** \_\_\_\_\_

**Type of Complaint:**

- Taxi Service
- Chartered Service
- Household Goods Mover
- Garbage
- Transportation Network Carrier (Ex: Uber/Lyft)

**Reporting Party Name:** \_\_\_\_\_

**Reporting Party Contact Information:** \_\_\_\_\_

**Reporting Party PSC No.:** \_\_\_\_\_

**Alleged violator PSC No. (If applicable):** \_\_\_\_\_

**Alleged Violator Company Name:** \_\_\_\_\_

**Address (if known):** \_\_\_\_\_

**Phone & Email (if known):** \_\_\_\_\_

**Date of Alleged Violation(s):** \_\_\_\_\_

**If the allegedly violating entity does not currently have PSC operating authority, does the carrier (see Mont. Code Ann. § 69-12-106):**

**Have a motor vehicle stand? If yes, please explain:** \_\_\_\_\_

**Have signs, symbols, devices, vehicles, or clothing offering or soliciting transportation for compensation? If yes, please explain:** \_\_\_\_\_

**Have advertisements offering or soliciting transportation for compensation? If yes, please explain:**

\_\_\_\_\_  
\_\_\_\_\_

**Provide transportation to the public under the guise of leasing or buy-and-sell arrangements? If yes, please explain: \_\_\_\_\_**

**Is the transportation incidental to the company's principal business? If no, please explain:**

**Complaint Details:** \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
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**Requested Resolution:** \_\_\_\_\_  
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\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Internal Use Only**

**Complaint No. 0000-0**

**Does alleged violator meet the definition of motor carrier? Is it engaged in acts indicative of a motor carrier? If yes, explain:**

\_\_\_\_\_  
\_\_\_\_\_

**Date on which letter sent to alleged violator:** \_\_\_\_\_

**Enforcement Officer assigned:** \_\_\_\_\_

**Other Information:** \_\_\_\_\_  
\_\_\_\_\_