

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.

2. Fill out this form and email it to pschelp@mt.gov.

3. Thoroughly explain 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 your complaint involves an alleged unauthorized garbage operation, please include information about the material(s) hauled and where it originated, if known.

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 correct the complaint form and return it to the Commission. If you do not return the corrected complaint form 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 completed complaint form, the Commission will review the complaint form and initiate an investigation. The allegedly violating entity will be notified by the Commission and will have twenty-one (21) days from the date of the notification to respond to the Commission in writing.

8. Upon receipt of the allegedly violating entity's response, the Commission will review all information provided and will determine if Commission rules have been violated.

9. Upon completion of the Commission's investigation of the complaint, appropriate action will be taken and you will be notified of the findings. If you are unsatisfied with the Commission's decision through this informal process you can pursue further action through the formal complaint process. See Mont. Code Ann. 38.2.2101 through 2107. Please note that legal representation may be required in the formal complaint process.

MONTANA DEPARTMENT OF PUBLIC SERVICE REGULATION

1701 Prospect Avenue P.O. Box 202601 Helena, Montana 59620-2601 (800) 646-6150
pschelp@mt.gov

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:

- Class A - Regular Route Service**
- Class C - Contract Service**
- Class D - Garbage**
- Class E - 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: _____

Requested Resolution: _____

