

MONTANA DEPARTMENT OF PUBLIC SERVICE REGULATION
1701 Prospect Avenue P.O. Box 202601 Helena, Montana 59620-2601
Phone: (800) 646-6150 Email: pschelp@mt.gov

**UNAUTHORIZED MOTOR CARRIER SERVICE
INFORMAL COMPLAINT FORM**

Instructions

1. Please complete the following form and email it to pschelp@mt.gov.
2. Thoroughly explain your complaint and provide all relevant details that you believe the Montana Public Service Commission (“Commission”) should know (e.g., dates, times, places, photographs, material(s) hauled, where materials are hauled to and from, person(s) involved).
3. If the form is filled out incorrectly, the Commission will notify you of the deficiencies. You will then have 14 days from the date of the Commission’s notification to correct the complaint form and return it to the Commission. If you do not return a corrected complaint form within 14 days, the Commission may consider the matter closed.
4. Prior to filling out this form, make sure the alleged violating person or entity (“Alleged Violator”) meets the definition of “motor carrier.” “Motor carrier” means a person or corporation operating motor vehicles upon a public highway in this state for the transportation of passengers or garbage for hire on a commercial basis, either as a common carrier or under private contract. [Mont. Code Ann. § 69-12-101\(12\)](#).
5. Review the list of exemptions in [Mont. Code Ann. § 69-12-102](#) to ensure the Alleged Violator is not exempt from Commission regulation.
6. Once you have submitted a complete complaint form, the Commission will review the form and initiate an investigation. The Alleged Violator will be notified of the complaint by the Commission and will have 20 days from the date of notification to respond to the Commission in writing, unless otherwise noted by the Commission.
7. Upon receipt of the Alleged Violator’s response, the Commission will review all information provided and determine if laws or Commission rules have been violated.
8. Upon completion of the Commission’s investigation of the complaint, appropriate action will be taken, and you will be notified of the findings.

9. If you are dissatisfied with the informal complaint process, you can pursue further action through the formal complaint process. See [Mont. Admin. Rs. 38.2.2101–.2107](#).

10. If there is not adequate space on this form for your answers, please provide an attachment that denotes the question number with corresponding answers.

PLEASE ANSWER EACH QUESTION

(If you do not answer each question, your complaint will be considered incomplete)

Date Submitted: _____

Type of Complaint:

- ☐ Class A - Regular Route Service (transporting persons and/or property)
- ☐ Class D - Garbage
- ☐ Class E - Transportation Network Carrier (e.g., Uber/Lyft)

1. Information About Person Making Complaint:

(a) Name: _____

(b) Mailing Address: _____

City, State, Zip Code: _____

(c) Telephone No.: _____

Additional Telephone No.: _____

(d) Email Address: _____

(e) Do you currently hold, or have you ever held, Class A or D authority from the
Commission? Yes _____ No _____

If yes, please list the authority number(s) under which you hold or have held authority:

2. Alleged Violator Information: (provide as much information as you are able)

(a) Company Name: _____

(b) Contact Name: _____

(c) Mailing Address: _____

(d) Telephone: _____

(e) Email address: _____

(f) To your knowledge, does the Alleged Violator currently hold, or has ever held, motor carrier authority from the Commission? Yes _____ No _____

If yes, please list the authority number(s) under which the Alleged Violator currently holds or has held authority: _____

(g) Website: _____

If you cannot provide any of the information in 2, above, please explain why not:

3. Complaint Information and Evidence:

(a) Date(s) of alleged violation(s): _____

(b) If the Alleged Violator does not currently hold motor carrier authority from the Commission for transportation service they are engaged in, please answer the following.

- (i)** Does the Alleged Violator have any signs, symbols, devices, vehicles, clothing, or advertisements offering or soliciting unauthorized transportation for compensation? If yes, please explain and attach any print advertisements or pictures of advertisements.

- (ii)** Why do you believe the Alleged Violator is subject to Commission jurisdiction? Please cite a provision of the Montana Motor Carrier Act supporting your position, if possible. The Motor Carrier Act is located in [Title 69, Chapter 12 of the Montana Code Annotated](#). Please attach any photos, print advertisements, or other evidence demonstrating why the Alleged Violator should be subject to Commission jurisdiction.

4. Please provide a clear, concise statement of the things done or omitted to be done by the Alleged Violator that are violations of Montana law or an order or rule of the Commission:

5. Requested Resolution:

Complainant Verification

I declare under penalty of perjury and under the laws of the State of Montana that the foregoing information is true and correct to the best of my knowledge, information, and belief.

Date and Place of Signing (City and State)

Signature