



Minnesota Department of Transportation
Office of Freight and Commercial Vehicle Operations

Mail Stop 470
395 John Ireland Boulevard
St. Paul, MN 55155-1899

Phone: 651/215-6330
Fax: 651/366-3718

Complaint Guidelines

The Office of Freight and Commercial Vehicle Operations primary responsibility is the permitting and regulation of motor carriers operating **within** the state of Minnesota (Intrastate commerce). The office permits and regulates carriers of property and passengers, which includes Special Transportation Services (STS), Limousine, Household Goods transporters and motor coach companies. Incidents such as: rocks breaking windshields, improper driving actions etc., or violations occurring on the highways of Minnesota should be reported to the Minnesota State Patrol, or the local law enforcement agency. The Minnesota State Patrol's general phone number is: (651) 282-6871, or register a complaint online at: <https://www.dps.state.mn.us/patrol/unsafe/report.htm>

If your complaint involves any form of transportation **between** states (Interstate commerce) and drivers/vehicles operating as such, please direct your complaint to the Federal Motor Carrier Safety Administration's regional office in Illinois: (708) 283-3577, or go online to register your complaint at: http://www.fmcsa.dot.gov/espanol/english/consmr_compl_index.htm

If you are uncertain of the appropriate agency to contact, please call (651) 215-6330 for assistance.



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COMPLAINT FORM

(Please type or print. Provide as much information as possible.)

<p>Your complaint is against (Respondent):</p> <p>_____</p> <p style="text-align: center;">(Company name)</p> <p>_____</p> <p style="text-align: center;">(Address)</p> <p>_____</p> <p style="text-align: center;">(City, State, Zip)</p> <p>_____</p> <p style="text-align: center;">(Phone: area code and number)</p>	<p>Your name (Complainant):</p> <p>_____</p> <p style="text-align: center;">(Name)</p> <p>_____</p> <p style="text-align: center;">(Address)</p> <p>_____</p> <p style="text-align: center;">(City, State, Zip)</p> <p>_____</p> <p style="text-align: center;">(Phone: area code and number)</p> <p>_____</p> <p style="text-align: center;">(Best time to contact you)</p>
<p>Respondent identifier(s): List as many as possible (ie: license #, unit #, MC #, US DOT #, Mn/DOT #, etc.)</p> <p>_____</p> <p>_____</p>	<p>Complainant classification:</p> <p><input type="checkbox"/> Shipper <input type="checkbox"/> Consignee <input type="checkbox"/> Motor Carrier</p> <p><input type="checkbox"/> Employee <input type="checkbox"/> Other _____</p>

PLEASE PROVIDE A CONCISE, FACTUAL STATEMENT OF WHAT YOU OBSERVED. BE AS SPECIFIC AS POSSIBLE. INCLUDE DATES, TIMES, AND LOCATION OF ALLEGED VIOLATION(S). IF POSSIBLE, INCLUDE COPIES OF RELEVANT DOCUMENTS.

(Attach additional sheets if necessary.)

Are you involved in litigation concerning this matter? No Yes _____

What is your association with the respondent, if any? _____

I understand that my identity will be kept confidential as provided under Minnesota's Data Practices Act and that this complaint will be considered whether or not this form is fully completed or signed.

 (Your Signature)

 (Date)



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Tennessee Warning

In submitting a complaint against a motor carrier, shipper, consignee, or an employee, you are being asked to supply personal information about yourself. Specifically, you are asked to provide the Minnesota Department of Transportation (Mn/DOT) with your name, address, and telephone number. Minnesota Statutes, section 13.72, subd. 6 classifies this information as confidential data. Confidential data is data that cannot be released to either the public or the subject of the data.

For your protection, prior to supplying us with this information, we are required to give you the following information regarding your participation in this investigation and your right to privacy.

Your personal information is only to be used to assist our office in processing your complaint and to assist us with the subsequent investigation. The only persons who will have access to this information is staff from the Minnesota Department of Transportation who work on this investigation. If the complaint involves an interstate carrier/shipper, the information may be supplied to employees of the United States Department of Transportation who may be involved in the investigation.

You are not required by law to provide the data that our office is requesting and you may refuse to supply the data. However, the complaint cannot be considered if you do not provide our office with your name and some way to contact you as we may need further information to process the complaint.

I have read and understand the above information regarding my rights as a subject of government data.

Date

Signature