



**COMPLAINT FORM**

Complaint Type:  Formal  Informal

- Letter from passenger
- Letter from non-passenger
- Phone call

Date Complaint Taken: \_\_\_\_\_ Time Complaint Taken: \_\_\_\_\_

Name of Complainant: \_\_\_\_\_

Address: \_\_\_\_\_ Phone: \_\_\_\_\_

Time / Date of Incident: \_\_\_\_\_ / \_\_\_\_\_ Driver's Name: \_\_\_\_\_

Vehicle Number: \_\_\_\_\_ Route: \_\_\_\_\_ Operator: \_\_\_\_\_

Nature of Complaint: \_\_\_\_\_

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

\_\_\_\_\_ (Continue on back if necessary)

Complaint Taken By: \_\_\_\_\_

Investigation Results: \_\_\_\_\_

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

\_\_\_\_\_ (Continue on back if necessary)

Action Recommended: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_ (Continue on back if necessary)

Record of Final Action: \_\_\_\_\_

\_\_\_\_\_

By: \_\_\_\_\_

Date: \_\_\_\_\_

Adopted: March 1, 2024