



Taxi Administration Office
Clerk/Treasurer's Office
149 Church St., Burlington, VT 05401
Phone: 802-865-7019, Fax: 802-865-7014

Taxi Complaint Form

If you have experienced a problem while using a taxi and would like to file a formal complaint, please fill out the form below. If your complaint involves a traffic offense, please contact the Burlington Police Department at (802) 658-2700.

Fields marked with an * indicates required information. We will contact you within 15 business days.

Personal Information:

First and Last Name:* _____

Address: * _____ City, State, Zip* _____

Daytime Phone Number: * _____ Email: _____

Incident Information:

When did the incident occur date/time?* _____

Location of Incident: * _____ Location of Pick-Up:* _____

Name of the Taxi Company: _____ Driver's Name: _____

Taxicab Number: _____

Please explain the nature of the incident

Would you be willing to attend a brief hearing regarding this incident? Yes No

What happened? Please check any of the appropriate boxes.

- Driver operated vehicle in an unsafe manner or refused to provide insurance information after accident
- Driver failed to take most direct route or take passenger to requested destination
- Driver overcharged, charged for service or attendant animal, or charged additional fee for wheelchair, crutches or other medical devices
- Driver picked up another passenger without consent
- Driver refused to transport passenger
- Driver discourteous or physically abusive
- Driver was sleeping
- Driver was using pornography
- Driver smoked in vehicle/vehicle smells of smoke
- Driver using cell phone unless in the case of emergency
- Zone descriptions and rates not in vehicle or visible
- Fare receipt not provided after request
- Taxi meter rates not posted, or taximeter not working, not used, not visible
- No air conditioning or heating
- Doors and/or windows did not operate easily or close securely
- Interior/trunk compartment of vehicle not clean