

# Department of For-Hire Vehicles Complaint Process

*DFHV's goal is to resolve your complaint within 30 days from the day it is received by DFHV.*

*However, the process may be extended if your complaint is referred to the Office of Administrative Hearings (OAH).*

## 30 Day Process

### Acknowledgement Stage

- Upon receipt of a complaint, the complainant receives an acknowledgment from DFHV within 72 hours.

### Investigation Stage

- DFHV reviews and conducts research on the complaint to determine if it is actionable. If it is actionable, the respondent receives an invitation to a voluntary resolution conference.
- The complainant receives a case ID from DFHV for status tracking.
- The complainant is strongly encouraged to provide requested information in a timely manner to complete the investigation.

### Resolution Conference Stage

- If the respondent accepts the invitation, the DFHV schedules a conference with the respondent to discuss the complaint.
- If the respondent does not accept the invitation, the complaint will be referred to the Office of Administrative Hearing or a Letter of Reprimand will be issued.
- During the resolution conference, the complainant's identity remains protected.

### Closed Stage

- Resolution or disposition may be in the form of:
  - Dismissal of the complaint
  - Letter of Reprimand
  - Payment of fines

#### Referred to OAH:

- Proposed Suspension/Revocation
- Notice of Infraction

### Office of Administrative Hearings (OAH)

- If the respondent and DFHV are unable to resolve the complaint, a Notice of Infraction (formal complaint) will be filed with the Office of Administrative Hearings (OAH).
- Complainant's cooperation through testimony is necessary.
- Status updates and a final decision will be communicated with the Complainant.