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).**

### 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.

### 30 Day Process

- **Dismissal of the complaint**
- **Letter of Reprimand**
- **Payment of fines**

- **Referred to OAH**:
  - Proposed Suspension/Revocation
  - Notice of Infraction

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