



**CITY OF URBANA  
VEHICLE FOR HIRE COMPLAINT FORM**

The City of Urbana and Champaign have an equal interest in providing consumer protections for those citizens and visitors who utilize Vehicle for Hire Companies. Furthermore, both cities are interested in protecting the safety and well-being of its citizenry and visitors by regulating its vehicle for hire industry. The cities believe it's in the best interests of the community to make certain all companies operating in the Champaign-Urbana area are in compliance with the Vehicle for Hire Code of both cities.

**PURPOSE OF COMPLAINT FORM**

The purpose of this form is for it to be a means to offer citizens, Vehicle for Hire operators and drivers a process to register their concerns and/or complaints against a Vehicle for Hire operator or driver.

All complaints received will be processed within thirty (30) business days. This will allow staff the necessary time to review all documents submitted, as well as obtain any additional documentation necessary to determine whether or not a Vehicle for Hire operator or driver was in compliance with City Code. Please include any documentation you feel is relevant (e.g. pictures, receipts, etc.). After a determination has been made, the person who has filed the complaint will be notified by mail at the address provided below.

**PETITIONER'S INFORMATION**

\_\_\_\_\_  
Name (Last/First/M.I.)

\_\_\_\_\_  
Address (Street/City/State/Zip Code)

\_\_\_\_\_  
Phone Number (Home/Work/Cell)

**PETITIONER'S REASON FOR COMPLAINT**

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

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Signature of Petitioner \_\_\_\_\_ Date \_\_\_\_\_

**FOR OFFICE USE ONLY**

Complaint Date	Received By	
Date Petitioner on Record Was Notified	Method of Notification	Processed By