



Before you file a complaint, try to resolve the problem with the company or school.

The Bus Driver Unit does not handle the following types of complaints:

- Employee or employer disputes
Discrimination claims
Matters that are or were litigated or arbitrated
Issues that dispute the validity of a state or federal law
Complaints against a current or former co-worker
Complaints against a 19-A driver file record review

INSTRUCTIONS: To file a complaint against an Article 19-A Motor Carrier or Certified Examiner, follow the steps below:

- Complete Sections 1, 2 and 3.
When you complete Section 3, make sure you provide specific details about the problem.
If you have documents to support your complaint, attach the documents to this form.
Make sure you sign and date page 2 of this form.

NOTE: Anonymous complaints are allowed but contact information is preferred in case additional information is required to assist in our investigation.

Send your completed form and documentation to the Bus Driver Unit. Use one of the following options:

Mail it: New York State Department of Motor Vehicles
Bus Driver Unit
6 Empire State Plaza, Room 331
Albany, NY 12228

Fax it: (518) 474-0593

E-mail it: busdriverunit@dmv.ny.gov

This form is available on the DMV web site at https://dmv.ny.gov/motor-carriers/information-and-forms-article-19

SECTION 1 (Answer each question)

- 1. Is this complaint about an Article 19-A Motor Carrier, Certified Examiner, or both (check one)
2. If a hearing is held to resolve this complaint, will you attend the hearing and testify?
3. Do you need to remain anonymous for any investigation of the motor carrier or certified examiner referred to in this complaint?

NOTE: Anonymity is provided at the investigation stage. Anonymity is not guaranteed if a hearing results from the investigation, or the DMV responds to a Freedom of Information (FOIL) request.

SECTION 2 - INFORMATION ABOUT THE PERSON WHO FILES THIS COMPLAINT (\*required field)

Form fields for personal information: Last Name\*, First Name\*, Address, City, State, Zip Code, Email, Phone Number

