



# Form for Filing a Complaint

A registered charter provider, or its duly authorized representative, affected by an alleged noncompliance of this part may file a complaint with the Office of the Chief Counsel. Please fill out the form, print it and submit to docket FTA-2007-0025 at <http://www.regulations.gov>. Failure to submit to the docket will mean that FTA cannot consider your request. Please note that it is the filer's responsibility to submit the complaint and ALL subsequent and related documents to the docket.

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1. Please title your complaint "Notice of Charter Service Complaint" when filing on the docket.
2. Please list the name and address of each recipient that is subject of the complaint and, with respect to each recipient, the specific provisions of the charter rule that the recipient(s) allegedly violated:

3. This complaint must be served in accordance with Section 604.31, along with all documents then available in the exercise of reasonable diligence, offered in support of the complaint, upon all recipients named in the complaint as being responsible for the alleged action(s) or omission(s) upon which the complaint is based. Please review and follow the procedures laid out in Section 604.31 concerning service.
4. Please provide a concise but complete statement of the facts relied upon to substantiate each allegation (complainant must show by a preponderance of the evidence that the recipient provided charter service and that such service did not fall within one of the exemptions or exceptions set out in this 49 CFR 604.) If you need more room please attach a separate sheet of paper.

\*\*\* Please keep in mind that **ALL** field are required. Failure to provide the requested information could result in your complaint being dismissed.

5. Please describe how you were directly and substantially affected by the things done or omitted by the recipient(s). If you need more room please attach a separate sheet of paper.

6. Please identify each registered charter provider associated with the complaint ( including the person or organization filing):

7. Please indicate the date of the alleged event:

8. I hereby affirm under penalty of perjury that to the best of my knowledge, information and belief, the document is :

- Consistent with this part;
- Warranted by existing law or that a good faith argument exists for extension, modification, or reversal of existing law; and
- Not interposed for any improper purpose, such as to harass or to cause unnecessary delay or needless increase in the cost of the administrative process.

Please initial here: \_\_\_\_\_

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9. Please certify the following: "I hereby certify that I have this day served the foregoing document on the following addresses and e-mail or facsimile numbers (if also served by e-mail or facsimile) by

	:	
	:	
	:	

10. This complaint for removal must be filed electronically by submitting it to the Charter Service Removal Complaint docket number FTA-2007-0025 at <http://www.regulations.gov> as well as sending it to [ombudsman.charterservice@dot.gov](mailto:ombudsman.charterservice@dot.gov).

signature \_\_\_\_\_


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