

Towing Complaint Form

Thank you for contacting Wyoming Highway Patrol (WHP) on how to formally file a complaint against another party. Our process begins with a formal written complaint to the Tow & Recovery Program Coordinator (TRPC). Please be sure you have made an effort to resolve the matter by dealing directly with the manager or owner of the business involved. If you have exhausted all attempts to resolve the matter, follow the procedure below.

The TRPC will conduct an investigation into the matter and provide all parties listed within this complaint a copy of this form. The Dispute Resolution Committee (DRC) may be requested to assist the WHP once the investigation is complete to make a thorough decision as to what the best course of action will be. In the event a hearing is necessary to provide additional information or to better understand each parties side, each party involved will be provided with a date, time and location in which the hearing will take place. Below is the Wyoming Highway Patrol web site where you can find the electronic complaint form for your convenience. (http://www.whp.dot.state.wy.us/home/commercial_carriers.html).

We cannot act as your private attorney. DRC members are not attorneys and cannot give legal advice or opinions. If you feel you need legal advice, you will need to consult with a private attorney, legal aid society or other organizations.

The WHP provides two basic services for the complaining party. First, we attempt to resolve the dispute through contact with the parties involved. Secondly, we investigate complaints to gather evidence of violations to include but not limited to Wyoming Highway Patrol Towing Service Manual, State Statues, Federal Regulations and Wyoming Department of Transportation Rules and Regulations.

Respectfully,

Rodney Mears
Tow & Recovery Program Coordinator
Wyoming Highway Patrol

Please Read Instructions Carefully

The following is to assist you in completing an accurate and detailed DRC Complaint Form. In doing this, each committee member will have the required documentation prior to an investigation. The narrative should be legible and detailed starting from the beginning to the end. Part of the narrative should include the; who, what, when, where, why and how's of the event that brought about the tow and or recovery in question. **Include copies, not originals of supporting documentation (photos, invoices etc.) with your completed DRC Complaint form.**

1. All documents provided will not be returned, but become part of the investigative file.
2. If the vehicle was towed as a result of a crash, attach a copy of the crash report. If this is not available please include a copy of the "Driver Information Exchange Form" with the event # which was provided by the investigating Wyoming Highway Patrol member.
3. Provide any photographs taken at the time of the tow or that may be relevant to the complaint. Note: photographs will not be returned after the complaint investigation has been completed. They will remain with complaint file.
4. If witnesses are available, have them provide written statements on the provided witness statement form.
5. Provide a copy of the towing invoice from the tow company. All other documentation provided to you from the towing company, (rate sheets, external correspondence, etc.)
6. Provide proof of ownership and/or vehicle registration. If you are the lien holder attach proof of lien. If you are an Insurance company please attach proof of policy. (you may redact any information deemed sensitive)
7. To expedite your complaint please include where applicable: crash and incident reports, receipts, notification letters, photographs (parking lots, entrances and any signs posted), written statements made to law enforcement, or insurance company.
8. Mail to the address at the bottom of the form or to the fax number. You may email your complaint to (Email address). Thank you for your attention in these matters. You do not need to include this page with your faxed complaint to our office.

Event #: P _____
(office use only)

Complaint Form

Date of complaint: _____ Date vehicle was towed: _____

Relation to the vehicle towed: Vehicle owner ___ Lien Holder ___ Insurance Provider ___ Other ___

Complainant information:

Full name: _____

Registered owner name: _____

Mailing address: _____
(Address, City/State/Zip)

Email address: _____

Day time phone: (____) _____ Alternate phone: (____) _____

Vehicle Make/Model: _____ Plate #/State: _____

VIN (vehicle identification number): _____

Towing Company Information:

Company full name: _____

Mailing address: _____
(Address, City/State/Zip)

Physical address if different: _____

Contact person: _____

Phone: (____) _____ Fax: (____) _____

Location and time of tow: _____

Have you retrieved the vehicle: _____ When: _____ Cost \$: _____

Type of complaint: Overcharged _____ Other _____

What type of resolution would you consider being mutually fair? _____
