Billing or Service Complaints

For complaints involving billing or service please contact:

Better Business Bureau of Michigan
Detroit & Eastern Michigan – 248-223-9400
Western Michigan – 616-774-8236

Mechanical Vehicle Safety Complaints

If you wish to fill a complaint regarding mechanical vehicle safety of a private for-hire passenger carrier please click on the Contact Us tab on the Bus and Limo home page and for the contact information for the MDOT Safety Inspector in your area.

Please have the following information ready:

- Carrier Name (including address, city or county location)
- Date of incident
- Vehicle Fleet Number or make, model or license plate
- Description of incident

Without specific vehicle information the Michigan Department of Transportation (MDOT) may not be able to investigate your complaint.