

Prior to completing a *Statement of Complaint* form, it is recommended that you read ALL the information below which will help you understand the Department's functions, roles, and responsibilities.

WHAT WE DO

Driver Testing Businesses are public and private entities (including individuals) authorized by the Michigan Department of State to provide automobile, motorcycle, and commercial driver license testing services on behalf of the Secretary of State. The authorization is given through a written agreement, as provided by the Michigan Vehicle Code.

The Department reviews a complaint to determine if the examiner conducted the test as prescribed by the Department or if the testing business is otherwise not in compliance with business requirements under terms of their agreement with the Department.

WHAT WE CANNOT DO

Since we are not a court of law, there are many issues we cannot act upon such as:

- Voiding contracts.
- Awarding damages.
- Act as your attorney.
- Matters involving the internal affairs of a business entity.
- Conducting criminal prosecutions.

If you have further concerns, we suggest you consult with an attorney.

HOW YOU CAN HELP US

Summarize your allegations using these guidelines:

- Tell us **WHAT** happened. Start from the beginning. Be specific as to what was said and who said it.
- Tell us **WHO** was present during these conversations or acts.
- Tell us **WHEN** and **WHERE** these conversations/acts took place.
- Tell us **WHEN** and **WHERE** the money and agreements changed hands.
- Tell us **HOW** you believe that you were taken advantage of.
- Attach photocopies of all documents such as contracts, agreements, certificates, notes, correspondence, legible copies of the front and back of checks involved, prospectus, advertising, etc. Documentary evidence is especially important. **Please do not send originals; we cannot be responsible for their safekeeping and they will not be returned.**
- The Department may ask you to provide other documents later to support your allegations.

WHAT HAPPENS NEXT

- The Department will email or call you to confirm receipt of the Statement of Complaint. The confirmation should be within 5 non-holiday business days after the Statement of Complaint has been received.
- If the Department does not have jurisdiction over the matter, you will be notified in writing.

PART A – SUBJECT OF COMPLAINT (Who this complaint about.)

Name of Driver Testing Business	Business Number (If known)
Name of Examiner (if known)	Examiner Number (if known)
Test Site Location	City

PART B – PLAINTIFF (Person filing the complaint.)

Test Applicant Name (First, Middle, Last)	Driver License Number (Optional)
Parent / Legal Guardian Name (if Test Applicant is under 18-years old)	
Email Address	Phone Number
Preferred method of contact Email or Phone?	Best time or days to contact you?

PART C – DETAILS OF COMPLAINT

Empty area for details of complaint

D – CERTIFICATION

<ul style="list-style-type: none"> ▪ I understand the information provided will not be returned, will be used for review purposes, and may be subject to release under the Freedom of Information Act. ▪ I hereby affirm that the statements and information contained within this document are true to the best of my knowledge and belief. 	
Print Name of Complainant	
Signature of Complainant	Date Signed

This Statement of Complaint and supporting documents can be submitted to our office by:

- Email: MDOS-drivertesting@Michigan.gov
- Fax: 517.335.3155
- Mail: Michigan Department of State • Driver Education & Testing Section • 430 West Allegan Street • Lansing, MI 48918

Thank you for contacting the Secretary of State.