

## Taxi complaint form

To report, denounce, transmit information, file a complaint, you can contact us. The personal information that you communicate to us via the form is confidential and is protected and treated in accordance with the law.

Notice that the BTM is the designated body of the City of Montreal for the application of the law and the regulations regarding the remunerated transport of persons by automobile. Your case will be handled by the Inspection and Investigations Division.

### **Complaint and investigation process**

Following the transmission of your complaint, you will shortly receive an acknowledgment of receipt as well as a file number associated with your complaint. An inspector can then study the file and begin his investigation.

Be aware that the taxi industry is currently in a period of transition with the recent entry the new law regarding remunerated passenger transportation by automobile. These major changes, combined with the impacts of COVID-19, could generate additional delays in the processing of complaints. Rest assured, however, that we attach the utmost importance to the complaints, reports, denunciation and information we receive.

Fill in the form: [here](#).