

Texas Department of Public Safety

Motorcycle Safety Unit

Complaint Policy and Procedures

1. It is the policy of the Texas Department of Public Safety, Motorcycle Safety Unit to courteously receive and investigate complaints registered concerning a provider of motorcycle operator training.

A complaint is a formal written allegation against a motorcycle operator training provider. A provider includes but is not limited to; a Contractor, Licensee, Sponsor, Employee, Instructor, RiderCoach and any other person involved in the training of motorcycle operation.

In order for a complaint to warrant an investigation it must allege one or more of the following:

- a. An infraction of Contract Requirements, License Agreement, Administrative Rules, Rules of Professional Conduct, Program Regulations, Curriculum Standards, or Policies,
 - b. An illegal act.
2. Complaints will be properly investigated by a member of the Department and forwarded with recommendations to the State Administrator for review and appropriate action.
 3. Appropriate action of sustained allegations could result in disciplinary action up to and including contract, license or approval termination.
 4. At the conclusion of the complaint investigation or inquiry, the complainant and the program provider subject to the investigation or inquiry will be given written notification of the outcome by the State Administrator. If the investigation or inquiry has not reached a final conclusion at the end of 90 days, the complainant and the program provider subject to the investigation or inquiry shall be notified of the status of the investigation. Such notices shall continue each 90 days until a final conclusion has been reached.
 5. Anonymous complaints about matters which, if true, would reflect discredit upon motorcycle operator training will be investigated. The person assigned the investigation may prepare a complaint form setting forth the specific allegations.