

Registry of Motor Vehicles Customer Service Bill of Rights

All customers conducting business with the Registry of Motor Vehicles have...

The Right to Courteous Treatment

You have the right to friendly, honest, courteous and respectful service.

The Right to Know Who You Are Dealing With

You have the right to know the first name and job position of all RMV employees who assist you. RMV employees are required to wear name tags and to identify themselves upon request.

The Right to Be Free From Unlawful Discrimination

In some situations, the law requires the RMV to make a decision or to take an action based on a person's age, mental or physical ability, citizenship or legal status in the U.S. The RMV prohibits unlawful discrimination by its employees and contractors on the basis of race, ancestry, color, religious affiliation, national origin, age, mental or physical ability, gender, sexual orientation or political beliefs.

The Right to a Review if an Application is Rejected

You are entitled to a full and fair review of your application and the supporting documents you present.

Rejection: You have the right to receive an explanation of why your application is being denied from the person who rejects it. If you are rejected for a license or ID, you have the right to receive the explanation in writing on a Rejection Form, with the reason(s) clearly listed.

Informal Review of License/ID Applications: If your license or ID application is rejected, you are entitled to have the Manager or Assistant Manager review your application, documents and Rejection Form. You may request this review immediately while you are at the RMV branch.

Board of Appeals Process: You have the right to appeal any decision made by the RMV to the Division of Insurance Board of Appeals. There is a \$50.00 filing fee for these appeals. Appeal forms are available at RMV branch offices or may be printed from the Division of Insurance website at www.mass.gov/doi. The completed appeal form and fee should be mailed to:

**Division of Insurance
P.O. Box 370008
Boston, MA 02241-0708**

The Right to Have Your Complaint Reviewed

You have the right to receive a prompt response to your questions and concerns if you believe a Registry employee has denied you these rights. You may contact a Registrar's representative by sending written complaints to:

**Ombudsman's Office
Registry of Motor Vehicles
P.O. Box 55889
Boston, MA 02205-5889
CustomerRights@state.ma.us**