TxDMV will handle each call and inquiry in a professional manner that is tailored to your needs. If you contact us by phone, you will reach one of our customer service representatives. If you contact us through email or mail, we will respond to you within 3 business days.

### **By Phone**

To discuss an issue, call us toll-free at 1-888-DMVGOTX (368-4689) or locally at (512) 465-3000. Our hours of operation are 7:30 a.m. to 5:30 p.m. Central Time, Monday through Friday.

### **Email**

You may also use a drop-down menu at the following link to file a complaint, provide a compliment, or make a suggestion: <a href="http://www.txdmv.gov/wheretogo/contact\_us.htm">http://www.txdmv.gov/wheretogo/contact\_us.htm</a>.

### By US Mail

Or send letters to us at the following address:

Texas Department of Motor Vehicles (TxDMV)
4000 Jackson Ave., Austin, TX 78731

#### Please include:

- Your name and mailing address (telephone number/e-mail optional);
- A description of your comment or concern, including any background information or underlying facts; and
- The specific action or measure you are requesting of us.

Our **Customer Service Liaison**, Emily Scroggs, can be reached by phone at (512) 465-7520 or by email at Emily.Scroggs@txdmv.gov.



TxDMV is the state agency responsible for vehicle registration and titling, issuing motor carrier operating authority, motor carrier enforcement, permitting services to transport oversize/overweight cargos, licensing vehicle dealers, awarding law enforcement agencies grants to reduce auto theft and increase public awareness, and much more. All of these activities require continuous communication and interaction with our customers and stakeholders.

**Agency Vision** - The TxDMV shall be the most efficient, effective, transparent, and customer driven agency in Texas providing excellent services to all.

## **Customer Service Principles**

Our customers can expect TxDMV to:

- ✓ Exercise courtesy and respect;
- ✓ Be fair, ethical, and professional;
- ✓ Provide timely and responsive service;
- ✓ Give clear, accurate, and consistent information;
- ✓ Follow through on our commitments;
- ✓ Strive for continuous improvement in all of our services; and,
- ✓ Go the extra mile in our efforts to serve.

### **Customer Feedback**

Customer feedback received through the TxDMV Contact Center, located within the Consumer Relations Division, enables the agency to develop and support continuous activities for improving the way it does business.

The TxDMV Contact Center serves as the consumer doorway to better, faster and more efficient customer service to the public and industries served by the agency.

Whether you contact us by phone, correspondence or e-mail, TxDMV will handle each call and inquiry in a professional manner that is tailored to your needs.

# **Customer Satisfaction Survey**

TxDMV is committed to continually improving service to our customers. Your feedback is vital to our mission of providing World Class Customer Service. To assist us in receiving customer feedback, we encourage you to complete a short survey after an interaction with our agency.

The survey can be accessed at the following link: <u>TxDMV Customer Satisfaction Survey.</u>

### **Customer Complaint Process**

If you have concerns or a complaint about a TxDMV Division, program, or regional office that has not been resolved to your satisfaction, contact the TxDMV by phone, fax, online or by US mail listed above, and we will respond to you within 3 business days.

Provide as much detail about the issue as you can, including date, time, person you spoke with, etc.

All customer complaints and suggestions are tracked by the agency in the *Consumer Relations*Database. The database is used to store and catalog all customer initiated complaints, compliments, and suggestions received by TxDMV.

### **Additional Information**

For additional information about TxDMV: Please visit <a href="http://www.txdmv.gov">http://www.txdmv.gov</a>