



# Delivery Network Company (DNC) Complaint Form

## Instructions

### What is this form?

This is an official form to file a complaint against a Delivery Network Companies (DNC) with Colorado's Division of Labor Standards and Statistics. This form can only be used to file complaints for violations of the law under Colorado Revised Statute § 8-4-126. To learn more about the DNC law, visit the Division's [INFOs webpage](#) and refer to INFO 23A, or visit the Division's [DNC webpage](#).

### What is a Delivery Network Company?

A Delivery Network Company connects consumers to delivery drivers through an online platform to supply third-party deliveries. For example, if you order food from a restaurant or an item from a store and a delivery service will deliver your order to you, the person delivering the order may be working with a Delivery Network Company.

**NOTE:** This form cannot be used to file complaints about bad delivery service or because you did not receive the product you ordered.

This form is only for filing complaints about alleged violations of the Delivery Network Company Drivers (DNC) Act. If this is not your complaint, please visit the Division's [Complaints webpage](#) to determine if there is a different complaint you may file.

**Please note** that the Division is *not* required by law to investigate all DNC Complaints; it reviews all complaints to determine which it will investigate, at the Division's discretion.

### What if I have a different type of complaint or want to learn more about labor laws?

To locate forms related to wage complaints or to file a wage complaint, visit the Division's [Demands, Complaints, Responses, and Settlements](#) page. To learn more about Colorado labor law, visit the Division's [Interpretive Notice and Formal Opinions \(INFOs\) and Other Published Guidance webpage](#), or [Labor Statutes webpage](#).

For questions about this form, the complaint process, or the Delivery and Transportation Network Companies: Driver Rights and Labor Transparency Act: Visit the [Division's website](#), call 303-318-8441, or email [cdle\\_accountability\\_programs@state.co.us](mailto:cdle_accountability_programs@state.co.us).



## What if I'm unsure if my complaint is related to a Delivery Network Company?

If you're unsure whether your complaint is related to a Delivery Network Company but believe you may have experienced a violation of Colorado labor and employment laws, you can contact the Division by emailing [cdle\\_labor\\_standards@state.co.us](mailto:cdle_labor_standards@state.co.us) or calling our call center at 303-318-8441. For more information about Colorado labor and employment laws, including call center hours and frequently asked questions, please visit the [Division's website](#).

## Complaint Form

\*Indicates a required response.

Is this complaint related to a Delivery Network Company?\*

Yes

No

I'm Unsure

Have you filed a complaint in court or with another agency regarding the same issues in this complaint?\*

Yes

No

If yes, which court or agency did you file the complaint with?\*

Date you filed the complaint (MM/DD/YYYY).\*

Please describe the outcome of this complaint.\*



Are you filing a complaint as a delivery driver or consumer?\*

Delivery Driver

Consumer

**You may submit a complaint anonymously.** However, providing your name and contact information may help the Division investigate your complaint. The Division may contact you for more information before deciding whether to investigate this complaint.

**When deciding whether to investigate a DNC complaint,** the Division will prioritize investigating complaints with complete, accurate, and relevant information. If providing your contact information, please ensure that the Division has your correct and up-to-date contact information. If we cannot reach you or you do not provide the requested information, your complaint may not be investigated.

Do you wish to provide your contact information?\*

Yes

No

### Driver or Consumer Information *(Your Information)*

Title

First Name\*

Ind.

Mr.

Last Name\*

Ms.

Mx.

Email Address\*

Phone Number

Alternate Phone Number

Mailing Address (Street/PO Box)



Mailing City

Mailing State

Mailing Zip

Is it okay for the Division to send text messages?\*

Yes

No

If yes, to what cell phone number?\*

Preferred Language\* (Please select)

English

Other

Spanish

What language do you prefer to use?\*

Do you need an interpreter?\*

Yes

No

I will decide later

### **Authorized Representative**

An authorized representative is an individual or an entity who may assist you in filing a Delivery Network Company complaint and who may represent you in the complaint process including authority to receive and give information or documents to the Division. An authorized representative can be an attorney, an organization, a relative, or a friend.

By having and authorizing a representative, you are allowing 1) the Division to request or share information and documents about this claim with the representative; 2) the representative to share information and documents with the Division; and 3) the representative to make decisions for you about this claim.



**You are not required to have an authorized representative. If you would like to add an authorized representative, check the box below.**

I would like to add an authorized representative. By adding this authorized representative, I agree to allow this individual or entity to represent me in the complaint process and authorize the Division to interact with the individual/entity listed as my authorized representative.

**Authorized Representative:**

Relationship to Driver or Consumer

Company/Business Name

Title

First Name\*

Ind.

Mr.

Last Name\*

Ms.

Mx.

Phone Number

Alternate Phone Number

Email Address\*

Mailing Address (Street/PO Box)

Mailing City

Mailing State

Mailing Zip

**To add another Authorized Representative, complete the section below.**



**Second Authorized Representative:**

Relationship to Driver or Consumer

Company/Business Name

Title

First Name\*

Ind.

Mr.

Last Name\*

Ms.

Mx.

Phone Number

Alternate Phone Number

Email Address\*

Mailing Address (Street/PO Box)

Mailing City

Mailing State

Mailing Zip

**Delivery Network Company Information**

Please provide all information about the Delivery Network Company.

**Company Contact Information**

Company/Business Name(s)\*

Business Mailing Address



Mailing City Mailing State Mailing Zip

Phone Number of Company Phone Type

Phone 2 Phone 2 Type

Email Address of Company Email Address 2

## Allegations:

Please select all violations that you wish to file a complaint about. Please review [Colorado Revised Statute § 8-4-126](#) or see INFO #23A on our [INFOs and Guidance page](#) for additional information on each alleged violation. Note: You may file complaints about violations that happened to you and/or someone else. The descriptions provided below are brief, high-level summaries, including examples of violations; they are not meant to provide interpretations or encompass the entirety of violations that may occur. Please review the actual statute and guidance for complete information.

1. **Consumer Payment** (C.R.S. § 8-4-126(2)): The DNC did not prominently display the amount the consumer paid or will pay for the transaction in a font that was one and one-half times larger than the font used to display any other information on the screen, on the same screen that the DNC prompts a consumer to leave a tip for the driver, or in a way that drew the eye to the information; or the DNC decreased the amount paid to the driver for a delivery task based on the amount of the tip paid by the consumer, or all tips paid by the consumer were not paid to the driver.
2. **Wage Transparency to Driver** (C.R.S. § 8-4-126(3)): At the time the task was offered, or after completion, the DNC did not provide required disclosures to drivers related to estimated or actual task amounts paid or to be paid; the number of transactions, pickups, or deliveries; distance/miles traveled or to be traveled, time, addresses, etc., or did not provide the required reports after task completion.
3. **Contract Transparency** (C.R.S. § 8-4-126(4)): At the time a driver applied to work for the DNC, the DNC did not offer and prominently display the contract on the digital platform and by email, there was no table of contents on the first page, and



plain language was not used. At least fourteen days before the contract became enforceable, the DNC did not email changes to a contract and did not post the contract online, in the digital platform, or in another location available to the public on an ongoing basis. The DNC did not provide the contracts in English, Spanish, Arabic, Amharic, Swahili, and Nepalese. The DNC did not email the signed contract and make it continuously available on the digital platform.

4. **Account Deactivation Transparency - Deactivation Challenge Procedure (C.R.S. § 8-4-126(5)):** The DNC did not develop a written deactivation policy defining what constitutes a violation that may result in account deactivation; the policy was not provided to the driver through the DNC's digital platform in one of the six required languages (English, Spanish, Arabic, Amharic, Nepalese, and Swahili); the DNC did not provide the policy to the Division of Labor Standards and Statistics thirty days before the policy became enforceable; the DNC deactivated a driver in a way that was not consistent with the policy; the DNC did not provide proper written notice of an account deactivation including the right to challenge and the challenge procedure; or the DNC did not follow the defined challenge or reinstatement procedure.
5. **Driver Safety (C.R.S. § 8-4-126(6)):** The DNC did not prompt the consumer as a means to encourage the consumer to ensure driver safety upon arrival.
6. **Task Acceptance Time (C.R.S. § 8-4-126(7)):** The DNC did not ensure drivers at least sixty seconds after a task offer to decide whether or not to accept the task, or the DNC penalized or retaliated against a driver for failing to respond to a delivery task offer in sixty seconds or less.

**Select all alleged violations.**

Consumer Payments

Wage Transparency to Driver

Contract Transparency

Account Deactivation Transparency - Deactivation Challenge Procedure

Driver Safety

Task Acceptance Time

Other





Please Provide an Explanation of the Alleged Violation Below.\*

If you selected “Other” to the previous question, please provide details here. If you need more space, attach additional pages.

## Attachments

To provide additional information to support your DNC Complaint, please attach it to this form.

Relevant information may include a copy of an email, a screenshot of any online content, or any other documentation you believe may support your complaint.

## Relevant Website Addresses

If you would like to provide a web address where relevant online content can be found, please enter it below.



## Agreement and Signature

Please note the Claimant, or the Claimant's authorized representative, must sign this page.

**IMPORTANT:** If you are filing anonymously, **DO NOT PROVIDE ANY IDENTIFYING INFORMATION IN OR WITH THIS FORM.**

Before submitting this complaint:

By signing below I am agreeing the following:

- I have been notified and understand that any person providing false information to the Division in order to obtain and/or retain anything of value may be subject to criminal prosecution under the laws of the State of Colorado with possible penalties of imprisonment, fines, or both.
- I authorize the Division to investigate and assist in this matter.
- I understand that any information supplied to the Division – including this form and attached documents – may be provided to the Company, the agents of the Company involved in the dispute, and other agencies or individuals as the Division deems appropriate.
- I understand that the Division does not guarantee a resolution to this dispute, and that it may be necessary to pursue the matter further through other methods.
- I understand that if I move, get a new phone number, or have other changes to my contact information, I must let the Division know right away. If I do not update my information, and the Division cannot contact me, my complaint may be dismissed.
- I declare under penalty of perjury § 18-8-501, et seq., C.R.S. that the information provided is true and correct.

Complainant or Authorized Representative's signature  
(if **anonymous**, leave blank)

Date

## Submission

To submit the form, email it to [cdle\\_labor\\_standards@state.co.us](mailto:cdle_labor_standards@state.co.us) or mail to 633 17th St Denver, CO 80202.