



# State of Arkansas Towing & Recovery Board

7418 North Hills Boulevard • North Little Rock, Arkansas 72116

Office 501.682.3801 • FAX 501.682.3589 • General E.Mail [artowing@arkansas.gov](mailto:artowing@arkansas.gov) • Website [www.artowing.org](http://www.artowing.org)

## Please Read Instructions Carefully

The following is to assist you in completing the State of Arkansas Towing and Recovery Board Complaint form. This form is used to file a complaint against a non-consent tow company operating in the State of Arkansas.

Fill the ATRB Complaint Form completely and accurately as possible. The narrative should be detailed giving the; who, what, when, where, why and how's of the event that brought about the non-consent tow. Include reasons that you feel state law and or Board rules may have been violated. **Include copies, not originals of supporting documentation (photos, invoices etc.) with your completed Arkansas Towing and Recovery Board complaint form.**

1. If the vehicle was towed as a result of an accident, attach a copy of the accident report. If this is not available please include the law enforcement agency name and incident number.
2. If your vehicle was towed as the result of law enforcement action please include the law enforcement agency and their incident report number.
3. Provide any photographs taken at the time of the tow or that may be relevant to the complaint. Note: photographs will not be returned after the complaint investigation has been completed. They will remain with complaint file.
4. If witnesses are available, have them provide written statements on the provided witness statement form.
5. Provide a copy of the towing invoice from the tow company.
6. Provide proof of ownership and/or vehicle registration. If you are the lien holder attach proof of lien. If you are an Insurance company please attach proof of policy. (you may redact any information deemed sensitive)
7. All documents provided will not be returned, but become part of the investigative file.
8. To expedite your complaint please include where applicable: accident and police reports, receipts, notification letters, photographs (parking lots, entrances and any signs posted), written statements made to police, or insurance company. damage estimates and copies of all documentation given to you by the towing company

Mail or fax the complaint to the above information. You may email your complaint to [artowing@arkansas.gov](mailto:artowing@arkansas.gov). Thank you for your attention in these matters. Do not include this page with your faxed complaint to our office.

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Board Members: Chair: Jerry Vint Non Industry 501.568.9000 • Vice-Chair: Tom Brown Non Industry 501.680.6220

• Treasurer: Joseph Spadoni Consent Only 870329.1681 • Wayne Edwards 1<sup>st</sup> Congressional District 870.265.2214 • Avon Phillips 2<sup>nd</sup> Congressional District 501.529.1942 • Carrie Meeks.3<sup>rd</sup> Congressional District 479.273.3743 • Reggie Binns.4<sup>th</sup> Congressional District 870.723.6898 • Matthew Ross Consent Only 501.513.9200 • Heath Tibbs Insurance 870.219.4349

(Non-Consent Members are Appointed from Each of the Four (4) Congressional Districts)