



Motorist Comment Form

Motorists may submit compliments, complaints and suggestions using this form.

OPUS Statement to Motorist



As the contractor for the State of Illinois, OPUS is committed to providing quality vehicle inspection services to Illinois motorists. If you have a comment about the quality or convenience of our service, or about any employee of OPUS, please feel free to complete this form. Part of our commitment includes prompt investigation of any complaint. You will receive a response to your comment in writing.

You may complete this form online at: www.IllinoisAirTeam.net, also accessible by using the QR code on this form. If you prefer not to provide your comments online, please complete this form legibly and return it to our Testing Station Management or mail it to: Illinois Air Team, PO Box 3266, Glen Ellyn, IL 60137-9998, Attention: Program Operations, or FAX it to 312.327.7640.

Vehicle Information

Illinois License Plate Number	Vehicle Identification Number (VIN)	Model Year	Vehicle Make
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Motorist Information

First and Last Name			
Mailing Address			
City	State	Zip Code	
Daytime Telephone Number ()		Email Address	
Preferred Method of Contact: (Please select <u>only one</u> method.)			
Phone	<input type="checkbox"/>	Email	<input type="checkbox"/>
U.S. Mail	<input type="checkbox"/>		

Test Information

Testing Station	Date of Inspection
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Comment Type: Compliment Complaint Suggestion

Comments:

Signature _____

Date _____

Comment Form Instructions

Motorists may submit compliments, complaints and suggestions using this form.

Compliments

If you believe that you were provided quality service, or had a particularly pleasant experience at our facility, please fill out the comment form. Briefly describe your visit and, if possible, include the name(s) of the employee(s) who served you.

Complaints

If you believe that you were provided poor service, please fill out the comment form. Briefly describe your visit and, if relevant, include the name(s) of the employee(s) who failed to meet your expectations.

Suggestions

We welcome your feedback on how we can improve our services. Please complete this comment form with your suggestions.