

Taxi vehicle testing Customer Charter

Our commitment to you

- we will ensure that each and every vehicle examination will be thorough, to a high standard and completely independent
- all users of our services will be treated courteously and promptly by all members of staff
- we will carry out any requested re-test within 2 working days

We will always be responsive

- we will display clearly and explain, if requested, the procedure to follow in the event of a complaint
- we welcome and value your comments, complaints and suggestions about how we run our services and all feedback will be acknowledged within 7 days of receipt (or within 3 days for email contacts)
- when you contact us with a question or complaint we will aim to respond in full within 28 days of receipt. If this is not possible within that time, we will let you know what we have done with your complaint, and when you can expect a full reply
- if you contact us and you don't have an appointment, we will try to see you promptly. We will apologise if we have to keep you waiting

Your commitment to us

- keep us informed of any changes in your personal circumstances that may affect any services that we provide to you
- attend any appointment time, or let us know if you cannot do so
- behave in a considerate and polite way so we can give you and other customers the standard of service you would expect

Please email the Licensing Service by email at licensing@sheffield.gov.uk.

