**Customer Complaint – Taxi Incident Form**

The Licensing Service has powers of investigation similar to those of the Police, and can therefore prosecute for offences where the weight of evidence provides a realistic prospect of conviction, and it is in the public interest to do so. The complainant must be willing to appear before a Council Committee or Magistrates Court as a witness.

Any person giving a statement they know to be false or do not believe to be true is liable to action under perjury legislation.

Officers may need to contact / visit the complainant to take full statement or request further information.

# Contact Details

1. **Customer’s name:**
2. **Customer’s phone number:**
3. **Customer’s email address:**
4. **Customer’s postal address:**
5. **Preferred method of communication:** ☐ phone ☐ email ☐ post
6. **Is someone making the complaint on behalf of the customer?** ☐ Yes ☐ No
7. **Name of person making complaint on behalf of customer:**
8. **Phone number of person making complaint on behalf of customer:**
9. **Email address of person making complaint on behalf of customer:**
10. **Postal address of person making complaint on behalf of customer:**
11. **Preferred method of communication:** ☐ phone ☐ email ☐ post

# About the Incident

1. **Date of incident:**
2. **Time of incident:**
3. **Type of vehicle:** ☐Private Hire (saloon car) ☐ Hackney Carriage (black cab)

|  |
| --- |
| If the vehicle was Private Hire, please confirm the following: |
| 1. **Did you pre-book the vehicle with a Private Hire Operator?** ☐ Yes ☐ No
2. **If you pre-booked the vehicle, was this done over the telephone or an app based system?** ☐ Telephone ☐ App
3. **Name of the Private Hire Operator:**
4. **Date booking was made:**
5. **Time booking was made:**
 |

# Details of the Vehicle:

1. **Licence Plate Number:**
2. **Registration Number:**
3. **If you hailed the vehicle directly, where was this (location)?**
4. **Including yourself, how many passengers were there?**

# Driver

1. **Was the driver wearing a badge?** ☐ Yes ☐ No
2. **Badge number:**

# Description of incident – please explain exactly what happened in detail:

1. **What happened?**
2. **Where did it happen?**
3. **Why did it happen?**
4. **Who else was involved or who witnessed what happened?**
5. **How did it happen?**
6. **Please give details of any conversation that took place with the driver:**
7. **Is there any evidence to assist with your complaint which you can provide us with? E.g. photos, videos, dash cam footage etc.?**
8. **If this was a serious incident, was this reported to the police? If so, do you have a crime reference number?**
9. **Is there anything else that may be relevant to the journey?**