

**Complaint form - Hackney carriage/ private hire proprietors, drivers and operators.**

Thank you for contacting the Taxi and Private Hire Licensing Section of Craven District Council. We are sorry that you have cause for complaint about the licensed taxi and private hire trade in Craven.

Where the complaint is about clear dishonesty, abusive, discriminatory or inappropriate behaviour, poor customer service or where a crime is alleged, Craven District Council will record and deal with that complaint.

In order to direct your complaint appropriately, please give as much information as possible to identify the driver/ operator and the vehicle being driven.

**Please note:** Details of your complaint may need to be disclosed to the driver/ operator you have complained about should it be necessary to take further action.

You may complete this form electronically and return via email.

# Your Details - complainant/ aggrieved person

It may be necessary to obtain further information from you or record a formal witness statement, where appropriate.

Title: Mr/Mrs/Miss/Ms/Other (specify) …………….…………..………………………….. Surname: …………………...…………………………….……………………………………… Forename(s): .……………………………………………………………………...…………………

Address: …………………………………………………………………………………………..

………………………………………………………………………………………….. Postcode: ………………………………………………………………………………………….. Daytime/evening telephone numbers: ……………………………………………………… Email: …………………………………………………………………………………………..

# Nature of the complaint

Please provide as much information of the circumstances surrounding your complaint. Place and time of incident: …………………………………………………………………………

Journey (if applicable) from: ……………..…………….…………………… to: ……………..…………….……………………

Charge for the journey £………….……………………

Please state the nature of complaint; please provide as much information as possible, with exact details of the incident:

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……………………………………………………………………………………………………………………………………………………………………………… Did you obtain a receipt for the journey? Yes/ No \* (If yes, please attach a copy, if possible)

Please provide details of any witnesses, if known:

1. Name: …………..……………………..…. 2. Name: …………..……………………..…. Address: ……………………………..……… Address: ……………………………..………

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## About the driver

Please provide as much information as possible to aid identification; licensed vehicles maybe driven by more than one licensed driver i.e. day shift/ night shift.

Name: …………………………………………………………………………………

Driver’s licence (Badge) number: ………………………………………………………………………………… (This should be worn by the driver and displayed on the vehicle dashboard)

Was this visible Yes/No

Description – please consider age, gender, ethnicity and other features such as glasses and facial hair/scars etc:

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## About the vehicle

Please provide as much information as you can - licensed vehicles from other local authorities for example, may display different licence plates and signs to those licensed in Leeds

Make: ………………………….……………… Model: ……………..…..……………………….. Registration number: ………………………….. Colour: ……….…………………………………. Hackney carriage/ private hire licence plate number: …………………………………………………

This is normally affixed to the rear of a hackney carriage/private hire vehicle.

Plate colour: ………………………………………………………………………………………… Did the vehicle have a ‘taxi’ roof sign? : Yes/ No/ don’t know \*

Did the vehicle have a door signs? : Yes/ No/ don’t know \*

Was there a meter in the car?; Yes/ No/ don’t know\* if so was this used Yes/No

Please let us know how, the vehicle was booked. Such as booked through a booking office, hailed in the street or

from a rank? ……………………………………………………………………………………

## About the operator/ company (booking office)

Please provide as much information as you can about the operator and add information about any subsequent dealings you may have had with them in section F.

Name of Operator: …………………………………………………………………………………… (If known/ applicable)

Have you complained to the Operator? Yes/ No \* If yes, on what date?: …………………………… Name of individual spoken to:

Was your complaint in writing? Yes/ No \* If yes, have you received a written reply?: Yes/ No\*

## Please submit copies of any correspondence sent and/or received in relation to your complaint with this form, if possible.

1. **Any other information**

What action do you feel could be taken to satisfactorily resolve your complaint?:

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Please complete and return this complaint form, together with any correspondence or other documentation/ photographic evidence in relation to your complaint to:

## Licensing

Craven District Council

Bell Vue Square

Skipton

BD23 1JF

**Email: licensing@cravendc.gov.uk**

Your complaint will be acknowledged in writing within ten working days. If necessary, further contact will be made when the matter has been fully investigated.

## Minor complaints may be referred to the Operator to be investigated in accordance with their Customer Care Policy.

Any personal information supplied on this form will be processed in accordance with the Data Protection Act 1998. If you want to find out more about your rights under the Act, you can contact the Office of the Information Commissioner (Tel: 01625 545700, email: www.dataprotection.gov.uk)