



Case reference number	R
-----------------------	---

Complaint form

Taxis / Private hire vehicles

Please complete this form if you wish to make a complaint about a taxi or private hire vehicle in Dacorum, giving as much information as possible to help us investigate the incident. You can return completed forms by post to the address above, or by email to licensing@dacorum.gov.uk

All complaints will be recorded and passed to our licensing enforcement officers for investigation.

Your details

Full name

.....

Contact address

.....
.....
.....

Telephone no.

Landline

.....

Mobile

.....

Email address

.....

Preferred contact method/time

.....

Further action

Where complaints are substantiated, we have a range of enforcement powers available to us, ranging from formal or informal warnings, through suspension or revocation of licences, to prosecution. In some cases, particularly for serious or repeated breaches, we may take legal action, in which case the following two pages (the 'witness statement') may be submitted to the Court, and you may be asked to attend court as a witness to give evidence.

- a) I would like to be advised of what enforcement action is being taken in respect of my complaint. Yes No
- b) If informal action is taken as a result of my complaint, I would like my details to be withheld from the subject. Yes No
- c) If legal action is taken as a result of my complaint, I am willing to attend court to give evidence. Yes No

If you answered 'No' to question c), we would be grateful if you could outline the reason for this below. We may be able to provide additional support if required to assist you to attend court as a witness:

.....

Please note that if witnesses are not willing to attend court, we may be unable to take further action in respect of a complaint.

Statement of Witness

(Criminal Procedure Rules 2005, r 27.1; CJ Act 1967 Section 9; MC Act 1980, s 5A(3)(a) and 5B)

Statement of:

Please give your full name

Age of witness:

Over 18

If you are under 18, please cross out and give your age.

I am making a complaint to Dacorum Borough Council about a taxi / private hire vehicle following an incident which I witnessed.

The details of the taxi / private hire vehicle involved were as follows:

(please give as many details as you know, but leave boxes blank if you are unsure of a particular detail)

Registration number:

Make / model:

Colour:

Licence (plate) number:

(displayed on the Dacorum B.C. plates fixed to the vehicle)

Vehicle type:

- Hackney carriage *(yellow licence plates and 'TAXI' roof sign)*
 Private hire vehicle *(white licence plates and no roof sign)*

Company door signs:

(company name displayed on door signs (if any))

I would describe the driver of the taxi / private hire vehicle as follows:

*e.g. gender, approximate age, build, ethnic origin, hair colour, facial hair, glasses, any other distinguishing features.
 If you obtained the driver's name or licence (badge) number, please include this.*

The incident happened at the following time and location:

Date of incident:

Time of incident:

Location of incident:

What were you doing at the time?

*e.g. passenger in taxi/private hire vehicle, driving another vehicle, walking on footpath, etc.
 Please give as much detail as possible.*

If you were travelling in the taxi/private hire vehicle, please also give:

Starting location of journey:

Destination:

If you pre-booked the journey, phone number / web address / booking office used?

Please describe, in as much detail as possible, what happened:

.....
.....
.....
.....
.....
.....
.....
.....
.....
.....
.....
.....
.....
.....
.....
.....
.....
.....
.....
.....
.....
.....
.....
.....
.....
.....
.....
.....
.....
.....
.....
.....
.....
.....
.....
.....
.....
.....

What was the outcome of the incident? *(e.g. was there any damage done? how was the matter left?)*

.....
.....
.....
.....

This statement is true to the best of my knowledge and belief and I make it knowing that, if it is tendered in evidence, I shall be liable to prosecution if I have wilfully stated in it anything which I know to be false or do not believe to be true.

Signed: **Dated:**

Print name: