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| **Hackney Carriage and Private Hire Complaint Form** | | | | | | | | |  |
| This form is for use for complaints about hackney carriages, private hire vehicles and their drivers and operators licensed by Eastleigh Borough Council. After receipt, one of the licensing team will investigate your complaint and will contact you to discuss it. In some circumstances, it may be necessary for the matter to be reported to the Head of Legal Services or for the individual concerned to be prosecuted in the Magistrates’ Court, when you may be asked to attend to give evidence. | | | | | | | | | |
| **1.** | ***Your details*** | | | | | | | | |
|  | Title: | | First name: | | Surname: | | | | |
|  | Address: | | | | | | | | |
|  | Post code: | | | | | | | | |
|  | Daytime ‘phone no.: | | | | | | | | |
|  | Email address: | | | | | | | | |
|  | Please note that you may request that your details remain confidential, but your anonymity may prevent effective enforcement action from being taken.  Do you wish your details to be withheld? | | | | | | | | |
|  | Would you be willing to appear before the Magistrates’ Court or Licensing Committee to give evidence, if required? | | | | | | | | |
| **2.** | ***Details of the vehicle and driver***  Licensed vehicles have a licence plate on the rear and a licence identity sticker on the windscreen. Licensed drivers display an identity badge. | | | | | | | | |
|  | Type of vehicle: | | | | | | | | |
|  | Registration no: | | | | | | | Plate no: | |
|  | Driver’s name: | | | | | | | Driver’s Badge no: | |
|  | Fare for journey: | | | | | | | No. of passengers: | |
| **3.** | ***Location, date and time of incident*** | | | | | | | | |
|  | Where did the incident occur? | | | | | | | | |
|  | Give the date of the incident: | | | | | | | | |
|  | Give the time of the incident (please use 24 hour clock): | | | | | | | | |
| **4.** | ***Details of complaint*** | | | | | | | | |
|  | Please give details of your complaint, including how you think it can be resolved. | | | | | | | | |
|  |  | | | | | | | | |
|  | Did you book the journey in advance? | | | | | | | | |
|  | If so, which operator did you book with? | | | | | | | | |
|  | Have you made the complaint to the company or proprietor with whom you made your booking? | | | | | | | | |
|  | If not, please give your reasons for not doing so: | | | | | | | | |
|  | Did any other person witness this complaint? | | | | | | | | |
|  | If so, please give their name and contact details: | | | | | | | | |
|  | Name: | | | | | | | | |
|  | Address: | | | | | | | | |
|  | Daytime ‘phone no.: | | | | | | | | |
|  | Email address: | | | | | | | | |
| **5.** | ***Other Information*** | | | | | | | | |
|  | Date of complaint: | | | | | | | | |
|  | Please give any other information which may assist: | | | | | | | | |
|  | ***Office use only*** | | | | | | | | |
|  | Action / Result : | | | | | | | | |
|  | Complainant notified: | | | | | Date: | | | |
| When completed, please return this form by email to [licensing@eastleigh.gov.uk](mailto:licensing@eastleigh.gov.uk) or | | | | | | | | | |
| by post to: | | The Licensing Team  Eastleigh Borough Council  Hedge End Depot, Botley Road  Hedge End, Southampton  SO30 2RA | |  | | |  | | |