



BOROUGH OF HYNDBURN HOME OF THE ACCRINGTON PALS

Hackney Carriage/ Private Hire/ Driver/Vehicle/Operator Complaint

Traffic Offences If your complaint relates to breaches of Road Traffic Law such as careless driving or parking regulations. You should also consider reporting such matters to the police.

The Council cannot investigate anonymous or frivolous complaints.

As it is sometimes the case that licence holders, following a complaint, may be required to appear before the Councils Judicial Committee and/or the Magistrates Court it is important that the complaint form is completed and signed by the person directly involved in the alleged incident, as it is possible that they may be asked to act as witness and to give evidence.

Section 1 About You

| | | | |
|--------------------------------|--------------------|-----------------|--|
| Complainant – Full Name | Mr/Mrs/Miss | | |
| Address: | | | |
| Telephone Number – Day: | | Evening: | |
| Email Address | | | |

Section 2 Details: (If not known or not applicable please state)

| | |
|---|--|
| Date and time of journey | |
| Place your journey started | |
| Place your journey finished | |
| Did you pre-book the vehicle by telephone with a Private Hire Operator | |
| The name of the Operator and/or the telephone number used | |
| Time and Date you made the booking | |
| If you hailed the vehicle or got in at a rank where was this | |
| Including yourself how many passengers were there | |
| What type of vehicle was this i.e. private hire or hackney carriage | |
| Plate number if known | |
| Registration number if known | |
| Make and Model | |
| Was there a fare meter fitted | |
| Was the fare meter used | |
| Did you agree a fare in advance of the journey, if so was the agreement with the driver or the operator | |
| The drivers name if known | |
| Was the driver wearing a badge | |
| Badge number if Known | |
| If the driver was not wearing a badge did you ask to see his badge | |

3) Complaint details

Please give brief details of your complaint. Following receipt of this complaint form a licensing officer will contact you to arrange to take a fuller statement from you if required.

Signed.....
(continue overleaf)

Signed.....
(continue overleaf)

Signed.....

STATEMENT OF TRUTH

I believe that the facts of this statement are true

Signed:

Dated:

4) Would you be prepared to give evidence in any proceedings that may follow? YES/NO

Please return this form to the licensing Department within 7 days

Licensing department
Hyndburn Borough Council
Scaitcliffe House
Ormerod Street
Accrington
BB5 0PF

Upon receipt of your complaint form, a written acknowledgement will be sent within 5 working days.