



COMPLAINT FORM

Hackney Carriage / Private Hire Drivers/ Vehicles and Operators

This form is used for complaints about hackney carriage, private hire drivers their vehicles and operators licenced by Hertsmere 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 council's Licensing Committee or for the individual concerned to be prosecuted in the Magistrates' Court, when you may be asked to attend to give evidence.

YOUR DETAILS:			
Mr / Mrs / Miss / Other:			
First Name:		Family name:	
Your address:			
Post Code:			
Daytime contact number:			
Email address:			

ABOUT THE DRIVER:	
Name:	
Badge number:	
Description of the driver to aid identification (<i>age, gender, ethnicity, glasses, facial hair etc</i>):	

ABOUT THE VEHICLE:			
Make:	Model:	Colour:	
Registration number:		Licenced plate number:	
Private hire? YES / NO	Hackney Carriage? YES / NO	Licence plate visible? YES / NO	

ABOUT THE OPERATOR:	
Name of Operator:	
Did you complain to the Operator? YES / NO	If yes, on what date?
Who did you speak to?	Any outcome?

ABOUT YOUR COMPLAINT:

Date of incident:

Time of incident:

Where did the incident occur?

Describe the incident in as much detail as you can:

Were the police called? YES / NO

If yes please give details of crime number and /or police officer involved:

Were there any witnesses? YES / NO

If yes, please give details:

Was anyone injured? YES / NO

If yes, please give details:

ANY OTHER COMMENTS OR INFORMATION THAT MAY ASSIST:

Depending upon the nature of the incident or previous history of the driver/vehicle/operator involved, this document may prove influential in the event of an appeal or in a court of law.

Do you agree to this form being used by Licensing at Hertsmere Borough Council, as evidence? YES / NO

Please email this form to: licensing.services@hertsmere.gov.uk

Or please print and return it to: Hertsmere Borough Council, Civic Offices, Elstree Way, Borehamwood Herts., WD6 1WA