

## **COMPLAINTS AND DISPUTE RESOLUTION PROCEDURE**

Every hackney carriage operator, driver and private hire operator must operate according to a published complaints and dispute resolution procedure which must be approved by the Council.

The complaints procedure must contain details of:

1. To whom and under what circumstances the procedure applies
2. Who will deal with any complaint together with contact details
3. Each step of the procedure giving details of what will happen and what information the complainant can expect
4. The time period for each step of the procedure
5. Details of what will happen if the complaint cannot be resolved
6. Details of what records will be kept and for how long.

The complaints procedure will cover the following areas of potential dispute:

- a) Fares (overcharging)
- b) Failure to pick up a fare at the designated place or time
- c) Inappropriate or rude behaviour by drivers or operators
- d) Poor service
- e) Lost luggage/possessions
- f) Injury
- g) Vehicle standards
- h) Driver standards
- i) Any form of discrimination
- j) Damage to goods or passengers

The above is not an exhaustive list and should be used as guidance.

Please note that any complaints which indicate a breach of Council conditions **must** be immediately referred to the Council.