



Licensing Team
Business & Consumer Protection
Place Directorate: Homes & Communities
Email: taxis@shropshire.gov.uk
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Hackney Carriage & Private Hire Licensing – Reporting a Complaint

Our process with complaint resolution is to assess the need for any investigation based on the level of evidence you are able to provide. On receipt of this information we will determine an appropriate outcome taking into consideration all the facts of the complaint, alongside our Hackney Carriage and Private Hire Licensing Policy, our Better Regulation and Enforcement Policy and any relevant legislation.

Please be advised that on receipt of your evidence we may contact the individuals concerned to make them aware of your allegations and ask them to formally provide an account; you may be identified as the complainant during this process.

If you wish to be anonymous:

You can provide us with an anonymous complaint but if we don't have your name and contact details we won't be able to reply to you or update you on any action completed as a result of your complaint. Your anonymous complaint will be recorded, however, in many circumstances an anonymous complaint won't be investigated due to a lack of information and inability to determine whether or not the complaint is justified.

Your details:

Please provide details for the person making the complaint:

Title (e.g. Mr/Mrs/Miss/Ms/Other)	
Last name	
First name	
Email address	
Phone number	

Details of the complaint:

In order for us to assess the concerns appropriately, can you please confirm the following:

Date and time of the incident	
If known, provide the driver's details, such as name of driver, driver's taxi/private hire drivers licence number etc	
If known, provide the details of the licensed vehicle, such as vehicle registration number, vehicle licence plate number etc	

If known, provide the details of any private hire operator	
What exactly have you witnessed directly yourself which you can be certain of as fact? (Describe in as much detail as possible what happened, including where any incident happened, who was involved, include names, addresses and contact details if known. Please continue on a blank sheet if required)	
Do you have any supporting evidence, such as dashcam footage or photographic evidence, that you are able to provide?	Yes / No

We work closely with other enforcement agencies, including other local authorities and police forces. Where we receive information in relation to any safeguarding or road safety concerns about a hackney carriage or private hire driver who is licensed by another licensing authority, the relevant information will be shared with that authority. Therefore, it may be that it is more appropriate to report your specific concerns to a partner agency.

Have you reported your concerns to any other agency such as the Police?	Yes / No
If yes, please provide the details of the agency	
If yes, have they provided you with a reference number and/or officer contact name and details?	
Do you give consent for your details to be forwarded to another relevant enforcement agency if needed?	Yes / No

Requirement to Provide a Witness Statement:

If you are alleging that potential criminal offences have taken place, we will require some formal evidence in order to progress the complaint. You will be required to provide a formal witness statement to substantiate the allegations and we will contact the individuals concerned to make them aware of your allegations and ask them to formally provide an account. Please note, a witness statement is a formal legal document and is used to support any formal proceedings that we may undertake such as referral to licensing panel, as well as be used in court if required. When providing a witness statement, you would be required to document **only** what you have witnessed directly yourself and can be certain of as fact.

Would you be willing to provide a formal witness statement with a view to attending court to present your evidence?	Yes / No
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What happens next:

Thank you for making us aware of your concerns.

Please forward your completed form, along with any dashcam footage or photographic evidence, to the Licensing Team at taxis@shropshire.gov.uk

A licensing officer will review the information provided to determine what, if any, action is to be taken. A licensing officer may contact you further if additional information is required.

Please be advised that on completion of any investigation that we may undertake, we do not provide any specific outcomes of actions taken, however, we may contact you to advise that the investigation has been concluded in accordance with our Better Regulation and Enforcement Policy.