

COMPLAINTS FORM

Complaints about private hire services licensed by the TFL

Please use this form if you experience a matter you wish to complain about regarding a TFL licensed driver or vehicle which has impacted on public safety or licensing matters.

Our Team require contact details of complainants and treat personal data confidentially when dealing with complaints.

To investigate matters, full details of the complaints are required.

CUSTOMER NAME	
CUSTOMER ADDRESS	

CUSTOMER TELEPHONE	
CUSTOMER EMAIL	

DRIVER NAME		VEHICLE REG (if known)	
DATE OF INCIDENT		TIME OF INCIDENT	

DRIVER BADGE (if known)	
LOCATION OF INCIDENT	

DETAILS OF INCIDENT (please use additional sheet of paper if required):

Data Protection Declaration: I understand the personal information I have provided will only be used to process my complaint.

I authorise officers to contact me if they need to during their investigation.

SIGNED:		DATE		PRINT NAME	
----------------	--	-------------	--	-------------------	--