

Licensing Compliance Taxi & Private Hire Vehicle Complaint form

In order to deal with cases as quickly as possible it is important that **as much detail as possible** is obtained at this initial stage of a compliance case. Please bear this in mind when completing this form.

NOTE: All complainant details will be treated as strictly confidential.

Name and address of complainant (include postcode):

Telephone number(s):

Email:

Complaint address (be as accurate as possible and provide a full address if known):

Name of licence holder (if unknown, leave blank)

Description / Nature of complaint:

Incident Details

On what date did the incident take place?

What time did the incident take place?

Were you a passenger, road user, pedestrian or other?

Vehicle/Driver Details

Taxi or private hire company used:

Driver's identity badge number:

Driver's name (if known):

Description of the driver:

Did you hear the driver's radio call sign? If so, what was it?

Vehicle licence/plate number (shown on the rear of the vehicle):

Vehicle registration number:

Type of vehicle: London Type Taxi Saloon Hatchback Estate MPV Minibus

The make/model or description of the vehicle:

Colour of the vehicle:

If the vehicle had advertising on, please describe it?

Journey Details

Journey start location:

Journey end location:

Any intermediate drop-off locations:

Location of incident:

Did you ask the driver to drive by any particular route? Yes No

Police Report Details

Did you report the incident to the Police? Yes No

Please state any other information that you consider to be relevant to the complaint:

FURTHER DETAILS – Sometimes complaints are heard by the Council's Licensing Committee (consisting of Councillors) and occasionally by the Magistrate's Court. If it becomes necessary, would you be prepared to sign a witness statement and / or attend Committee or Court and present your complaint? Yes No

Date complaint form completed:

Your information will be processed in accordance with the law, in particular the Data Protection Act 1998.

The information you provide will only be used for Council purposes unless we are required by law to do otherwise.

Please return the completed form to the address below:

Data Protection Notice – Licensing (Complaints Regarding Licence Holders & Non Licence Holders)

Your privacy is very important to East Lindsey District Council.

East Lindsey District Council is a Data Controller and can be contacted at:

The Hub, Mareham Road, Horncastle, Lincolnshire, LN9 6PH

Tel: 01507 601111

The Data Protection Officer for this Authority can be contacted at the same address.

We are collecting your personal data in order to process your complaint regarding a licensing matter as we are the Licensing Authority.

The types of personal information we collect may include:

- Basic information including name, address and contact details;
- Information relating to expressed opinions in respect of a licensing related matter;
- Any other information you provide to us during the complaint process.

Your information will be used to enable investigation in alleged breaches of licensing control; to enable effective enforcement proceedings and prosecutions, and to fulfil our legal obligations around our Statutory Duties.

The legal basis for processing your data is Article 6.1(e) of the General Data Protection Regulations - in that the Council acts in the public interest or in the exercise of official authority.

Your data will not be shared with third parties but may be used for Council purposes, in order to prevent or detect crime, to protect public funds or where we are required or permitted to share data under other legislation. Should a breach of licensing requirements result in prosecution your data will be shared with Lincolnshire Legal Services (who act on behalf of this Authority in legal matters)

In line with our retention policy the information you provide will be retained for no longer than is necessary. The data will then be deleted / destroyed.

You have the right to access your data and to rectify mistakes, erase, restrict, object or move your data in certain circumstances. Please contact the Data Protection Officer for further information or go to our website where your rights are explained in more detail. If you would like to receive an explanation of your rights in paper format please contact the Data Protection Officer.

Any complaints regarding your data should be addressed to the Data Protection Officer in the first instance. If the matter is not resolved you can contact the Information Commissioner's Office at:

Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

Tel: 0303 123 1113

If you do not provide the information required on the form then we will not be able to process your licensing complaint.

For further information on our Data Protection Policies please go to our website: www.e-lindsey.gov.uk

Form last revised February 2023