

Hackney Carriage Office - taxi complaints procedure

Are you unhappy with taxi services?

If you have booked a vehicle through an operator and have a complaint about your journey, such as the route taken, the driver's attitude or the fare charged, complain to the taxi operator in the first instance. If they feel your complaint is sufficiently serious, they will [refer your complaint to the Hackney Carriage Office](#).

If you are not satisfied with the response from the operator, or if you have a complaint about an operator, then [complain to the Hackney Carriage Office](#).

If you have hailed a taxi off the street or from a rank, [refer your complaint to the Hackney Carriage Office](#).

- [Go to the council's complaint form for the city's taxi service](#)

If your complaint is about:

- a driver's behaviour
- the vehicle
- the driver not taking the direct route
- the meter being incorrect
- overcharging
- the driver refusing to take a wheelchair user or not strapping a wheelchair in the vehicle, or refusing an assistance dog

[please refer it to the Hackney Carriage Office](#).

However, If your complaint is about:

- antisocial driving
- unsafe driving/speeding
- using mobile phones while driving
- moving traffic offences
- Road Rage
- ignoring traffic signs & signals

[Please report to Sussex Police via Operation Crackdown](#).

Complaints such as assault, verbal abuse or suspected theft by the driver should be referred to the police as soon as possible for an investigation. [report to Sussex Police](#).

Complaints about illegal parking should be reported to the city's parking enforcement team on 0845 603 5469.

Please be aware that we can only investigate identifiable drivers and vehicles. The easiest way is to note the vehicle licence number, which is displayed on the rear passenger doors or on the plate at the rear of the vehicle.

We can also trace a vehicle through its registration and it is helpful if you can identify the driver.

Every driver is issued with an identity badge, which has his or her photograph on it, together with his or her licence number. Alternatively ask for a receipt at the end of the journey and ask the driver for the vehicle number.