

# Basildon District Council Hackney Carriage & Private Hire Vehicle Licensing



## Passenger Information/Complaints

A **passenger** in a hackney carriage or private hire vehicle licensed by Basildon District Council can expect –

- that the vehicle will be clean, inside and out;
- that the driver will be clean, courteous and helpful;
- that the driver will not smoke or use his mobile phone whilst you are in the car;
- that you will be taken to your destination by the most direct route;
- that you will be driven safely and in accordance with the law.

A **driver** of a hackney carriage or private hire vehicle licensed by Basildon District Council can expect that his passenger -

- will be courteous;
- will not damage the vehicle;
- wear a seat belt and ensure that any children with them also wear seat belts;
- will comply with the reasonable requests of the driver, particularly where they relate to the safety of the passenger;
- will pay the metered fare at the end of the journey;
- will not leave any property in the vehicle.

If you have cause for complaint about a licensed driver or vehicle, please contact the Licensing Office who will investigate the matter.

The Licensing Officer,  
Environmental Health Services Dept  
Basildon District Council,  
The Basildon Centre,  
St Martin's Square,  
Basildon, Essex  
SS14 1DL.

Telephone: (01268) 294424 or 294436 or 294428 or 294432  
Email: [taxi.licensing@basildon.gov.uk](mailto:taxi.licensing@basildon.gov.uk)

**Basildon District Council  
Hackney Carriage & Private Hire Vehicle Licensing**



**Passenger Complaint Form**

Your name : .....

Your address: .....

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Post Code: .....

Contact Tel. No. ....

Day/date of complaint: .....

Time: .....

Details of complaint: .....

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Details of Cab/driver: (Plate number, company, colour, driver's name, badge number etc.)

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**Once completed please send this form to:**    **The Licensing Officer,  
Environmental Health Services Dept  
Basildon District Council,  
The Basildon Centre,  
St Martin's Square,  
Basildon, Essex  
SS14 1DL.**

Alternatively, telephone the details to us on: (01268) 294424 or 294436 or 294428  
or Email us at [taxi.licensing@basildon.gov.uk](mailto:taxi.licensing@basildon.gov.uk)