



GUIDANCE ON COMPLAINTS ABOUT TAXIS, PRIVATE HIRE VEHICLES AND THEIR DRIVERS LICENSED BY BOSTON BOROUGH COUNCIL

1. The Licensing Team will normally investigate any written complaint, unless that complaint reveals matters which must be dealt with by Lincolnshire Police (such as road traffic infringements, road rage etc).
2. If we consider the complaint to be frivolous, vexatious or unreasonable then it will not be investigated further and our reasons will be supplied to you.
3. Where the complaint is from someone who asks for their details not to be revealed then this will be adhered to, although this may prevent further action being taken.
4. An officer from the Licensing Team will interview the subject of the complaint. If the matter warrants further investigation he/she will carry out interviews with the complainant and any other relevant persons.
5. Any person interviewed may have an advisor or friend present for support or advice.
6. Any original notes or relevant documents should be kept and produced in support of the complaint.
7. At the end of the investigation, a senior officer in licensing will determine the appropriate course of action. This may be disciplinary action in the form of a warning as to future conduct, a formal caution or an appearance before the Regulatory & Appeals Committee. Where an offence has been committed, consideration will be given to prosecution in the Magistrates' Court.
8. In the event of a prosecution the complainant may be required to attend Court to give evidence. If this is the case he/she will be asked at an early stage if they are prepared to do so.
9. The result of any investigation will be notified to the complainant and the subject of the complaint.
10. If you have any further questions about this procedure then please contact:-

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