

Guidance on Complaints about Hackney Carriages, Private Hire Vehicles and their Drivers Licensed by Southampton City Council

1. Southampton City Council inevitably receives a number of complaints about matters connected with its hackney carriage and private hire licensing functions. The licensing team will normally investigate any written complaint, unless that complaint reveals matters which must be dealt with by another agency, e.g. Hampshire Constabulary, in cases of road traffic infringements, alleged "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 complainant asks for their details to be treated confidentially, this will be respected, 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 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. The person conducting the interview will inform all parties that it is a formal procedure and that anything said may be recorded and used in evidence at a later date. If the matter is of a serious nature, it may be necessary for the interview to be conducted in accordance with the Police & Criminal Evidence Act 1984.
8. The subject of the complaint will be given an opportunity to ask questions if it is felt appropriate.
9. At the end of the investigation a senior officer in the Licensing Team will determine the appropriate course of action. This may be disciplinary action in the form a warning as to future conduct, a formal caution, or an appearance before the Licensing Committee. In serious cases, consideration will be given to prosecution in the Magistrates' Court.
10. In the event of a prosecution or the matter being considered by the Licensing Committee, you may be required to attend court or committee to give evidence. If this is the case you will be asked at an early stage if you are prepared to do so.
11. The result of any investigation will be notified to you and the subject of the complaint. They may have a right of appeal against the action taken.
12. If you have any further questions about this procedure then please contact the Licensing Team by email: licensing@southampton.gov.uk or

by post:

Licensing Team
Southampton City Council
PO Box 1767
Southampton
SO18 9LA

in person:

Licensing Team
Southampton City Council
Civic Centre
SO14 7LY

Telephone 023 8083 3002

www.southampton.gov.uk/taxis