



### **Vehicle Licence Policy Amendment**

#### **Background**

The Department for Transport (DfT) in their document “Statutory Taxi & Private Hire Vehicle Standards” (July 2020) has reported on the necessity for all authorities to have a robust system to promote the reporting of complaints from the public as well as the recording and dealing appropriately with the complaints.

Halton Borough Council licensing team now has a bespoke complaints reporting system which has resulted in a transparent audit trail of how matters are dealt with.

The DfT specifically referred to “*Ways to make complaint to the authority should be displayed in all licensed vehicles*” which is currently not a requirement.

#### **Customer Complaints Notice**

The Council is able to produce a customer complaints notice with the cost met from the licensing budget. The issue being that there is nothing in the current policy to require the fitting of these notices in licensed hackney carriage and private hire vehicles.

It is proposed that the following wording is adopted in the policy for hackney carriage and private hire vehicles:

*Every licensed hackney carriage and private hire vehicle is required to permanently display in a prominent location for the customer a complaints notice as provided by the licensing section.*