

Do you have cause for complaint about a vehicle or driver?

If you wish to make a complaint regarding lost property, rudeness, lateness, overcharging, refusal to carry, parking nuisance, noise nuisance, behaviour, service, fares, cleanliness, please contact the relevant Private Hire Operator or Taxi Association in the first instance.

If you have already attempted to resolve the issue with them with no success, please contact us directly and we will carry out further investigations.

Do you have a complaint regarding race, disability and/ or sexual discrimination?

Please contact us immediately so that we can carry out further investigations and refer the matter to the police, etc, where appropriate.

What do we mean by inappropriate behaviour?

- Did the driver's behaviour make you feel unsafe? Was the driver suggestive or over familiar?
- Although you may have coped with the driver's behaviour, did it cause you concern for the safety of someone else who may travel with them?

If you have answered yes to either of the above there is action that you can take. The Taxi and Private Hire Licensing Section of Leeds City Council offers:

- **someone to talk to in confidence**
- **links to other sources of help**

We want the travelling public to be confident that Leeds City Council may be able to take action against the driver by revoking their licence.

Leeds City Council

Leeds City Council is responsible for licensing Hackney Carriage (Taxis) and Private Hire Vehicles and their drivers in Leeds*. The Taxi and Private Hire Licensing Section licence vehicles, drivers and operators to ensure they meet the conditions of their licence.

It is our job to make sure the Taxi and Private Hire trade in Leeds is operated in a professional manner and that the correct standards of safety and comfort are satisfied by all vehicles, drivers and operators. We are committed to providing a quality transport service within the Taxi and Private Hire trade. **All licensed Taxi and Private Hire drivers are subject to a Criminal Records Bureau (CRB) check.**

Our overriding principle is the safety of the travelling public.

You can tell the difference between a Hackney Carriage (Taxi) and a Private Hire vehicle quite easily. Hackney Carriages have an illuminated sign on their roof. They also have a predominantly white body and black boot and bonnet or advertising, known as a full corporate body wrap.

Unlike Private Hire vehicles, which are required to be booked in advance with a Private Hire Operator, you can hail or flag a Hackney Carriages down in the street, they can also be found at Taxi ranks. Taxi ranks are provided where a demand has been identified, such as outside large establishments like hospitals, bus and rail stations or at locations where the public or Taxi Associations have suggested they would be useful.

Failure to book a Private Hire vehicle in advance invalidates any insurance in place therefore Private Hire vehicles cannot be hailed or flagged down under any circumstances. It can be dangerous to use an unbooked Private Hire vehicle; the driver is not acting under the control of their Operator and may be bogus. If you were to be the victim of a crime it would be very hard to trace the driver.

Taxi & Private Hire Licensing

Email: taxiprivat hire.licensing@leeds.gov.uk • Tel: 0113 214 3366

www.leeds.gov.uk/taxis

* Leeds City Council does not promote or recommend any individual Taxi or Private Hire company. This leaflet is aimed at promoting safety awareness amongst the students of Leeds.

Do you know who is taking you home tonight?



ALWAYS

use a Taxi or Pre-booked Licensed
Private Hire Vehicle



Taxi & Private Hire Licensing



ALWAYS



use a **Taxi or Pre-booked Licensed Private Hire vehicle**

REMEMBER

- Always use a **Licensed Taxi or Pre-booked Private Hire Vehicle**.
- **Taxis (Hackney Carriages) can be hailed in the street.** Many of the Taxis look like black cabs. All Taxis have an illuminated Taxi sign on the roof. They may also have corporate advertising that covers the entire body of the Taxi.
- **Licensed Private Hire vehicles cannot be hailed in the street.** They must be pre-booked with an Operator otherwise they are not insured and no record of the journey can be traced.
- **The driver must have an ID badge** and the vehicle will have a Leeds City Council licence plate fitted on the back of the car. The Private Hire vehicle will also have side and door stickers advertising the Private Hire company they are registered with.
- **Cars cruising the streets looking for customers are illegal,** uninsured and potentially very dangerous.
- **Carry the telephone number of a trusted, licensed company with you**
- **If possible, book a Taxi or Private Hire vehicle in advance.** Ask for the driver's name, as well as the make and colour of the car.
- **Confirm the driver's details when they arrive** – is it the Taxi or Private Hire vehicle you ordered?
- If you are ordering a Taxi or Private Hire vehicle from a public place, **try not to let people overhear your name and address** – anyone could pretend to be your Taxi or Private Hire vehicle.
- **Sharing a Taxi or Private Hire vehicle with a friend and sitting in the back of the car** are also good safety strategies.
- If you chat to the driver, **be careful not to give out any personal details.**

NEVER

use **Taxis or Private Hire vehicles that are not licensed. If you do you are getting into a vehicle with a stranger.**

Many people who have used unlicensed vehicles have been the victims of crimes such as **rape, assault and theft.**

IF YOU FEEL THREATENED

Remember to trust your instincts – if you are at all worried – ask the driver to stop in a busy area, and get out of the car.

If the driver refuses to stop, use a mobile (if you have one) to call the police and alert other drivers and pedestrians by waving or calling out the window.