



INCIDENT REFERENCE NUMBER:

(For Commission use only)

## INCIDENT REPORT/COMPLAINT FORM

The Commission for Taxi Regulation has responsibility for the investigation of complaints regarding the operation of small public service vehicles (SPSV) under Section 51 of the Taxi Regulation Act 2003. This form may be used to submit a complaint or information regarding any perceived breaches of SPSV regulations.

### Notes:

- So that we may identify the individual involved, you will need to provide the licence number of either the driver or vehicle, or both. In most cases a description of the vehicle will not be sufficient for a prosecution.
- Please note that An Garda Síochána should be contacted immediately if you believe the complaint to be criminal in nature.
- A complaint which is investigated and upheld may result in the suspension or revocation of an individual's licence to drive/operate a SPSV. It may also lead to a prosecution being brought before the courts. Once the form has been completed you will be asked to confirm that you will be willing to assist the Commission in any possible prosecution. If you are not willing to assist, the report may be held on record at the Commission.
- The Commission is registered under the Data Protection and Freedom of Information legislation.
- Complainants should note that in certain circumstances some or all of the details provided in this form may be made available to other parties involved.
- No personal information will be divulged during the course of an investigation by the Commission.

**OTHER THAN IN CASES WHERE A DRIVER HAS FAILED TO ISSUE A RECEIPT FOR THE JOURNEY, PLEASE ATTACH TO THIS FORM A COPY OF ANY RECEIPT ISSUED IN CONNECTION WITH THIS INCIDENT. WITHOUT A RECEIPT, THE COMMISSION MAY NOT BE ABLE TO INVESTIGATE ANY COMPLAINT.**

### DETAILS OF PERSON MAKING COMPLAINT / REPORTING INCIDENT

Name

Address

Tel No.

E-Mail

### NATURE OF INCIDENT/COMPLAINT



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Please tick one of the following boxes.

Fares related matter  
(e.g.Overcharging)

Vehicle Condition/Standard

Driver Conduct/Behaviour

Other

**DETAILS OF JOURNEY**

Date

Time

am/pm (As per printed receipt)

Journey started at

Town, street, building etc

Journey finished at

Town, street, building etc

Total number of passengers

**DETAILS OF VEHICLE**

Please include any details that you may have noted to identify the vehicle and driver involved.

SPSV Licence No. (Roof Sign/Window discs/Information sticker)

Vehicle registration number

Vehicle make/model/colour

**DETAILS OF DRIVER**

Driver's name (if known)

Driver's licence number (as stated on driver's badge)



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**DETAILS OF TAXI COMPANY**

If the taxi, hackney or limousine was booked through a dispatch centre, please provide their details,

Name of dispatch centre

Telephone number

**INCIDENT DETAILS**

Please provide brief details of what happened. Where appropriate, please mention any conversation which took place between the parties concerned.

**CONTINUE ON NEXT PAGE  
INCIDENT DETAILS (CONTINUED)**

Taxi Regulator  
An Rialálaí Tacsaithe



Commission For Taxi Regulation  
An Coimisiún Um Rialáil Tacsaithe

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**Have you made a complaint to the driver or taxi company about this incident?**

Yes

No

**If you complained to a dispatch company, please give details of the company below (name, address, tel. no)**

**If so, what response, if any, did you receive?**

**The contents of this report are true to the best of my knowledge and I am willing to assist in any prosecution that may arise from my complaint.**

**Signature..... Date.....**

***PLEASE RETURN THE COMPLETED FORM TO:***

***THE COMMISSION FOR TAXI REGULATION,  
COMPLAINTS & ENFORCEMENT DEPARTMENT,  
35 FITZWILLIAM SQUARE, DUBLIN 2,  
IRELAND***