



Taxi Licensing Service
Do you have something to say.....?

What is this form for?

This form gives the opportunity to formally raise any issue you may have regarding the Taxi Licensing Service. Please complete a separate form for each issue.

Name

Badge No:

Issue being raised:

How does this affect you?

What solution do you suggest could remedy the issue?

Signature: Date:

For Office Use Only:

Date logged:

Reference Number:

Officer responsible:

Feedback letter sent within 5 days: Reply by: Date reply sent:

Action Planned and Reasons:

Target Review Date: Target Completion Date:

Date Completed (include reason for delay if applicable):



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What will happen next?

Your issues are important to us. We need to ensure they are handled efficiently and that you are aware of the process we will follow and any action that will be taken where applicable.

- Please complete the form above including as much information as possible.
- Please use a separate form for each issue being raised.
- Please return to the Taxi Licensing Officer, STREETSCENE, Malton Depot, Showfield Lane, Malton, YO17 6BT.
- A log will be kept of all issues raised.
- Each issue will be considered by the Taxi Licensing Officer & Streetscene Office Manager, in consultation with the Streetscene Manager as appropriate.
- We will acknowledge receipt of your Issue Form within 5 working days, providing you with an answer if possible, or stating what will happen next if we cannot give you an answer straight away, including how long you can expect to wait.
- In all instances you will receive formal written feedback on the action taken or progress on action within 28 days, including explanations or reasons as appropriate.
- The Taxi Licensing Working Group Meetings will be used as an opportunity to discuss specific issues as necessary.
- Issues will be referred to the Community Services Committee and Member Task Group as required.
- The issues that have been raised and actions taken will be communicated on a quarterly basis in the newsletter to all licensed drivers.

If you are not satisfied with the outcome

We aim to provide the best possible service to meet the needs of all our customers. However if you are not satisfied let us know - in the first instance please address the complaint to;

Jane Graham, PA to the Chief Executive
Ryedale District Council
Ryedale House
Malton
YO17 7HH
Phone: 01653 600666
Email: jane.graham@ryedale.gov.uk

For more information about the Complaints Procedure please visit the Council's website www.ryedale.gov.uk or contact the Council on (01653) 600666 and ask for a Complaint Form.