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19 Neutral Don't wish to answer as I might offened. Taxi drivers are fit and proper people,			file complaints.
Don't wish to answer as I might offened. Taxi drivers are fit and proper people,		-	
Taxi drivers are fit and proper people,	19	Neutral	
Taxi drivers are fit and proper people,			
			_
20 Strongly disagree so need to be treated like that.			
	20	Strongly disagree	so need to be treated like that.

21 Agree	
22 Strongly Agree	
23 Strongly Agree	
24 Neutral	
	Too many stickers, signs and notices
25 Strongly disagree	already
26 Strongly Agree	
27 Agree	
28 Agree	
	Why not just add a notice to the tariff sheet that are on display in all Hackney
29 Neutral	carriages.
30 Strongly disagree	
31 Strongly Agree	
32 Agree	
33 Neutral	
34 Strongly disagree	
35 Strongly disagree	
0,	There is already a complaints procedure
36 Neutral	in place
37 Agree	
38 Neutral	
39 Strongly disagree	
	The cars already have the licensed
40 Neutral	council on and plate number
41 Disagree	•
	Enforcement should be on street,
	witnessing activities with checks, notice
42 Agree	to present vehicles not suffice
43 Agree	,
44 Strongly disagree	
45 Agree	
46 Strongly Agree	
47 Disagree	
48 Agree	
49 Neutral	
50 Neutral	
51 Disagree	
52 Neutral	
53 Agree	
54 Strongly Agree	
5, 6	

55 Agree	The person making the complaint would probably want to do this in private so maybe they could take a picture with their phone of the number or address to complain to? Probably better if a small sign was put on the back of each seat?
56 Strongly Agree	
57 Agree	
58 Agree	
59 Agree	
60 Agree	
61 Strongly Agree	
62 Neutral	I agree but do feer that some people or customers may use it in a vindictive manner without the correct justifacation
63 Neutral	not bothered as people winged anyway especially about out of area taxis
64 Strongly Agree	Individual QR codes on on drivers badge and on notice make it easier for those have technology to complain about driver or condition of vehicle
	There is already a notice on every
65 Strongly disagree	vehicle on the window card
66 Neutral	
67 Agree	
68 Disagree	
69 Neutral	
70 Agree	
71 Neutral	
72 Neutral	
73 Neutral	
74 Strongly Agree	
	Every customer if dissatisfied should be allowed to make a complaint if
75 Strongly Agree	standards were not kept
76 Strongly disagree	
77 Disagree	