

A proposed condition to be added to hackney carriage and private hire vehicle licences, which would require a notice to be displayed in all licensed

ID	vehicles, providing details of how to make a co...	Additional comments3
1	Neutral	
2	Strongly Agree	
3	Strongly disagree	
4	Agree	
5	Disagree	
6	Neutral	
7	Agree	
8	Disagree	That would be inviting unnecessary paperwork.
9	Strongly disagree	Too many keyboard warriors complain about nothing. It's only because taxis have stickers on people know who to write to. If its a private car they just ignore. You should tell anyone complaining about driving g to contact the police as it's there word against yours
10	Neutral	Enter details on NCC website
11	Agree	
12	Strongly Agree	
13	Agree	
14	Strongly Agree	
15	Agree	
16	Agree	
17	Disagree	Stickers already in vehicles on how to file complaints.
18	Disagree	
19	Neutral	
20	Strongly disagree	Don't wish to answer as I might offended. Taxi drivers are fit and proper people, so need to be treated like that.

21 Agree	
22 Strongly Agree	
23 Strongly Agree	
24 Neutral	
25 Strongly disagree	Too many stickers, signs and notices already
26 Strongly Agree	
27 Agree	
28 Agree	
29 Neutral	Why not just add a notice to the tariff sheet that are on display in all Hackney carriages.
30 Strongly disagree	
31 Strongly Agree	
32 Agree	
33 Neutral	
34 Strongly disagree	
35 Strongly disagree	
36 Neutral	There is already a complaints procedure in place
37 Agree	
38 Neutral	
39 Strongly disagree	
40 Neutral	The cars already have the licensed council on and plate number
41 Disagree	
42 Agree	Enforcement should be on street, witnessing activities with checks, notice 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	

	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?
55 Agree	
56 Strongly Agree	
57 Agree	
58 Agree	
59 Agree	
60 Agree	
61 Strongly Agree	
62 Neutral	I agree but do feel that some people or customers may use it in a vindictive manner without the correct justification
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
65 Strongly disagree	There is already a notice on every vehicle on the window card
66 Neutral	
67 Agree	
68 Disagree	
69 Neutral	
70 Agree	
71 Neutral	
72 Neutral	
73 Neutral	
74 Strongly Agree	
75 Strongly Agree	Every customer if dissatisfied should be allowed to make a complaint if standards were not kept
76 Strongly disagree	
77 Disagree	