

Complainant Information	
Booking Reference:	
Name:	
Address:	
Phone Number:	Email:

Complaint Information
Date:
Time of issue:
Registration Number:
Description of Vehicle / Driver:
Location / point in journey:
What is the subject of your complaint:
Details of complaint:

Outcome requested by complainant:

Complaint recorded by:	
Date:	
Escalation required:	
Outcome of investigation: (If no investigation to take place, state reasons why)	
Actions taken: (If no action taken, please state reasons why)	

Complainant Satisfied with outcome: (If no, please give details)
Complaint Referred to service (eg Police/TFL): Who made referral (operator or complainant): Date of referral (if known): To which service has the complaint been escalated to:
Date complaint closed:
Name of person closed complaint:

Please ensure that this complaint form is completed with as much detail as possible and filed within the relevant folder in the main office of X Chauffeurs.