

Jammy's Taxi – Complaints Policy

In accordance with private hire legislation and customer service standards

1. Our Commitment to You

At Jammy's Taxi, we are committed to providing a professional, safe, and reliable service to all our customers. We take all complaints seriously and aim to resolve them fairly, transparently, and promptly in line with relevant private hire vehicle regulations.

2. Your Right to Complain

If you are unhappy with any aspect of the service you have received from Jammy's Taxi, including behaviour of a driver, vehicle condition, overcharging, or service refusal, you have the right to raise a complaint.

You may complain about:

- Driver conduct
- Vehicle safety or cleanliness
- Overcharging or fare disputes
- Service refusals or delays
- Any other issue related to your journey

3. How to Make a Complaint

You can make a complaint by filling in the complaints form found on our website and sending it by any of the following methods:

- Email: JammysTaxi@Outlook.com
- Phone: 07763 730 486
- Post: Jammy's Taxi, 109 Newstead Street, Hull, HU5 3NF

Please ensure you provide the following details:

- Your name and contact information
- Date and time of the journey
- Pickup and drop-off locations
- Driver or vehicle details (if known)
- Description of the complaint
- Any supporting evidence (e.g. receipt or photo)

4. What Happens Next

- Acknowledgement: We will acknowledge your complaint within 3 working days of receipt.
- Investigation: We will investigate your complaint thoroughly, which may involve speaking to the driver and reviewing records.
- Response: A full response will be provided within 10 working days, or we will inform you if more time is required.

5. Escalation

If you are not satisfied with our response, or if the matter concerns driver licensing or vehicle standards, you may also contact the local licensing authority:

Hull City Council Licensing Authority
Tel: 01482 300 300
Website: <https://www.hull.gov.uk>
Email: licensing.requests@hullcc.gov.uk

6. Confidentiality and Data Protection

All complaints will be handled in accordance with our data protection obligations under the UK GDPR. Your personal details will only be used for the purpose of handling your complaint and will not be shared without your consent unless legally required.

7. Continuous Improvement

We review all complaints regularly as part of our commitment to improving the quality and safety of our service.