



PHV/105

Notification of complaint or driver dismissal

PLEASE COMPLETE FORM USING BLACK INK

Please return the completed form to TPHlicensingstupport@tfl.gov.uk or to Transport for London, London Taxi and Private Hire, PO Box 177, Sheffield S98 1JY

A - Driver details

A1 PHV driver licence number

A2 Driver details

a) Title

Mr Mrs Miss Ms Other (Please specify)

b) Surname

c) Forename(s)

d) Date of Birth

e) Gender Male Female

A3 Employed from to
(Leave blank if driver is still employed)

A4 Date of incident/complaint

A5 Date incident/complaint reported to operator

A6 By whom

B - Operator licence details

B1 Operator licence name

a) Operator licence number

This form should only be completed and signed by the appropriate person. See PHV/102 for further guidance.

C - Incident/Complaint information

C1 Has this incident/complaint been reported to the Police?

No If 'No' continue to **C4** Yes If 'Yes' complete questions beneath Unknown If 'Unknown' continue to **C4**

C2 Who reported the incident to the Police? (please 'tick' which applies):

Customer/Passenger Operator Other (Please specify)

C3 Police reference number

Police force where reported

C4 Please give details of the incident/complaint that led to this report

Please give a summary of the incident/complaint in the box below

Please provide further details in the space provided on the next page

C5 Outcome of the incident/complaint following operator investigation (please 'tick' which applies):

No further action taken Suspension (please indicate time period driver was suspended for)

Dismissal (date of dismissal)

D	D	M	M	Y	Y	Y	Y
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C6 Have you received any other previous complaints or reports about this driver?

No If 'No' continue to **Section E**

Yes If 'Yes' please provide further details in the space provided on the next page

D - Privacy notice

Transport for London (TfL) its subsidiaries and service providers will use your personal information (including any references to your health, ethnic origin, nationality, or previous criminal convictions), for the purpose of assessing your application, administering the licensing regime, and equal opportunities monitoring. We will also provide you with information relating to the licensing and regulation of taxi and private hire services in London. Your personal information will be properly safeguarded and processed in accordance with the requirements of privacy and data protection legislation.

We may share your information with, or receive information from, the Driver and Vehicle Licensing Agency (DVLA), Home Office Immigration Enforcement, Department for Work and Pensions (DWP), Motor Insurer's Bureau (MIB), Driver and Vehicle Standards Agency (DVSA), local authorities and other relevant organisations, including private hire operators, for the purposes of assessing your application or continuing fitness to hold a licence. In certain circumstances, TfL may also share your personal information with the police and other agencies for the purposes of the prevention and detection of crime.

Information obtained by the police about criminal offences committed by taxi/private hire drivers or operators, may be disclosed to TfL and used by TfL to refuse, suspend or revoke a taxi or private hire driver, operator or vehicle licence. TfL may inform the police of any decision to refuse, suspend or revoke a licence and information about drivers whose licence has been revoked following a conviction for touting may be published on the TfL website for a period of up to 11 months.

Your name and contact details may be disclosed to an external research company to conduct research amongst licensees on TfL's behalf. This research will be related to TfL's responsibilities for licensing, regulation, and integration between taxis/private hire services and other elements of the transport system. Your details will not be disclosed or used for any other marketing or research activities without your specific consent.

For more information see www.tfl.gov.uk/privacy

Restricted when completed

201309 PHV/105 Notification of driver dismissal Oct 17

E - Declaration

I declare that all the information given above is true. I also understand that I may be subject to legal action if I have knowingly supplied information in this form which I know to be incorrect.

Signature

Date

Print Name

In what capacity do you provide this information?

Nominated Representative

Sole trader

Company Secretary

Partner

Director

Other (please specify)

Details of incident/complaint contd.

Continuation of any further details supplied in support of C4

Other complaints

Continuation of any further details supplied in support of C6