

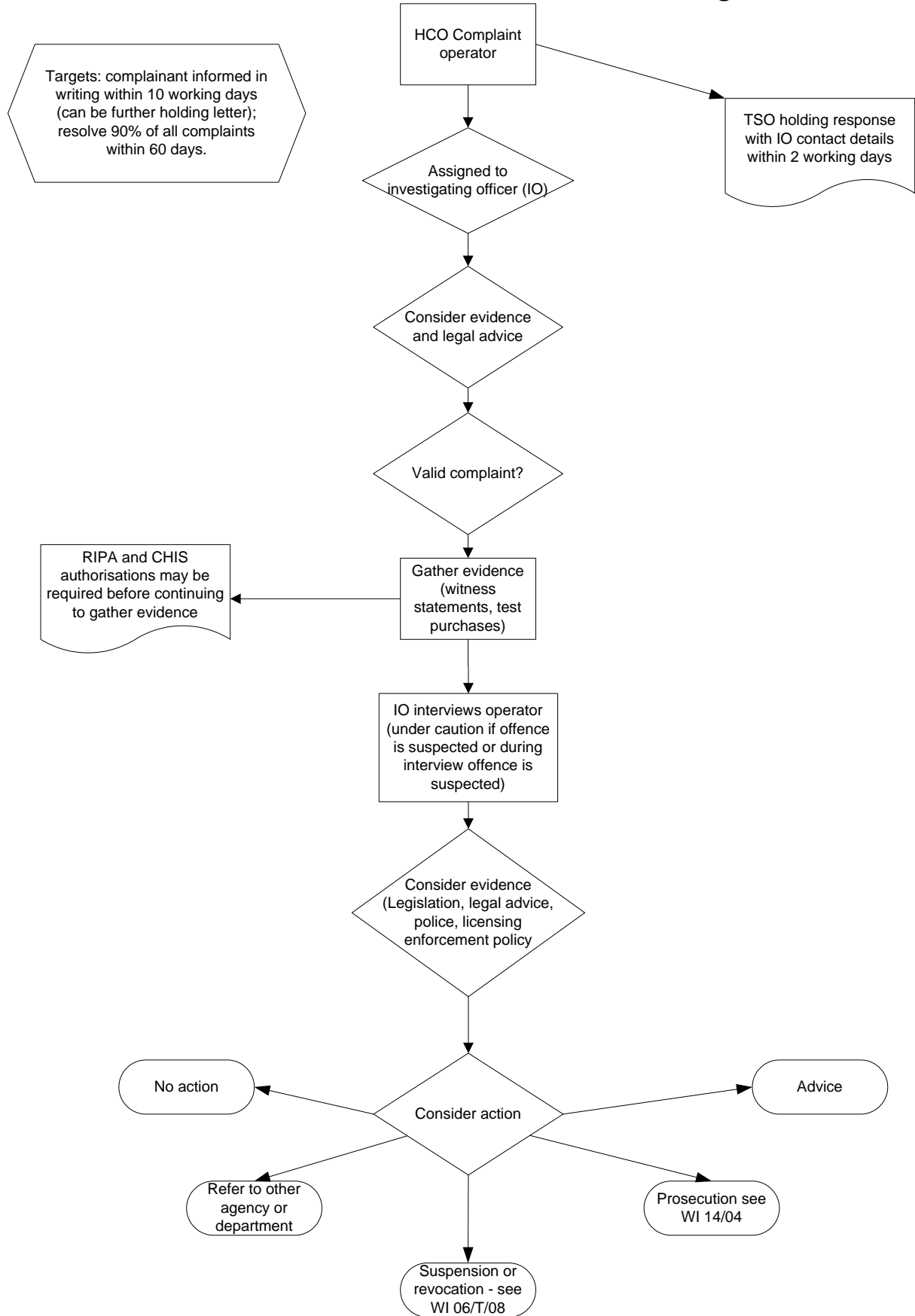
# WORK INSTRUCTION

**SUBJECT:** Taxi Licensing – complaints, service requests and medicals

**STATUS:** Implemented

**CONTENTS:** Process flowchart (this process must be used in conjunction with 06/T/08)  
 In all cases, the driver must know the case against him/her and have the opportunity to respond.

Date of Implementation:					
	Originated	Approved	Date	Added to manual	SIGNATURE
Original	M Seymour	L Batten/J Cranford	06/04/10		
Amend 1	M Seymour	J Cranford	22/12/14	22/12/14	JC
Amend 2					
Amend 3					
Amend 4					



Targets: complainant informed in writing within 10 working days (can be further holding letter); resolve 90% of all complaints within 60 days.

